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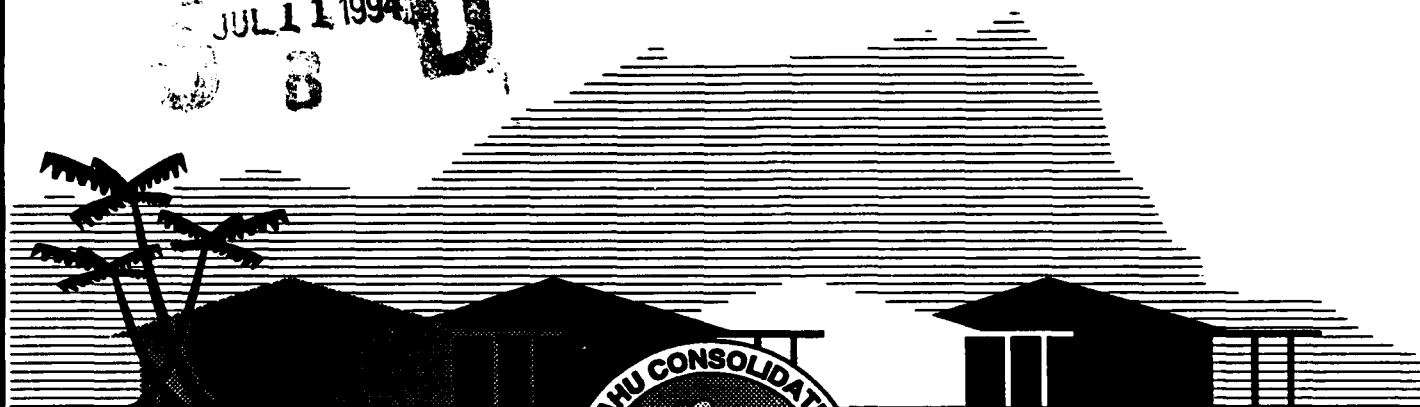


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SURVEY OF MILITARY FAMILIES RESIDING ON BASE HAWAII 1993

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Herbert George Baker
Sharon K. Le

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Survey of Military Families Residing On Base Hawaii 1993

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13. ABSTRACT (Maximum 200 words) This report presents the results of the 1993 survey of military families residing on base in Hawaii. The survey was focused on satisfaction with services provided by government agencies with respect to housing and related matters, satisfaction with government quarters, and on problems encountered by military families living in Hawaii.					
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Foreword

In 1993, Project HOME conducted parallel surveys of military families residing on and off base in Hawaii. The information was collected to assess customer satisfaction with services provided by the housing offices, satisfaction with military housing, experiences in connection with obtaining housing on the local market, and general problems faced by personnel assigned to duty in Hawaii. This research was sponsored by the Commander, Oahu Consolidated Family Housing (Provisional), under reimbursable Work Unit 93WREE502.

This report documents the findings of the on-base survey, and is intended for management use. The findings were previously briefed to the Commander, Oahu Consolidated Family Housing (Provisional), and have been furnished also to managers in the housing offices. A companion report, *Survey of Military Families Residing off Base in Hawaii* (1993), documents the findings of the off-base survey. Future reports will present the content analyses of written comments for each survey.

Any questions regarding this report should be directed to Herbert George Baker, Survey Research Division, (619) 553-7639 or DSN 553-7639.

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Summary

The 1993 Survey of Military Families Residing on Base was administered in July and August to a sample of 19,168 families living in government quarters. The adjusted response rate was 34.9%. The sample included members of all armed forces (32.6% Army, 39.6% Navy, 11.8% Marine Corps, 15.4% Air Force, and 0.6% Coast Guard) and had representation from all paygrades E-2 through O-7. The sample was comprised of 87.9% male and 12.1% female, with the vast majority being married (96.4%). Ten major work sites on the island of Oahu were represented. Survey topics included: Military Housing and Housing Services, General Problems, and What Should Be Done To Improve Family Housing. Respondents were also given the opportunity to provide write-in comments, which, after content analysis, will be the subject of a separate report.

This report contains the highlights of the survey results for the total sample and selected subgroup comparisons. The information in this report is condensed from the full response distributions, and is conveniently arranged for quick reference by housing managers. Among the survey results:

- Participants in the loaner furniture and appliance program are generally satisfied.
- Quality and size of family housing are dissatisfying to many families.
- Sixty-five percent commute less than five miles to work; 63% of working spouses commute less than 10 miles to work.
- The Self-Help program is very popular.
- Vehicles, childcare, and separation from the mainland are the top three problems of on-base residents.
- Government housing is accepted by 9 out of 10 families because of high cost of civilian housing.
- Dissatisfaction with the interpersonal aspects of the housing offices continues to be a problem.
- Many families do not know about housing office services.
- Many perceive differential enforcement of housing rules and there is considerable dissatisfaction with assignment of housing.
- Satisfaction with policies is generally high, but there is perception of nonuniform application of policies.
- Quarters repair and maintenance are sources of dissatisfaction to many families.

Recommendations

- 1. Focus on enhancement of housing office services through:**
 - a. Strong orientation toward customer service.**
 - b. Training for front-line staff and supervisors in interpersonal skills, customer cultivation, and information provision.**
 - c. More effective dissemination of information on the services that are available through the housing office.**
 - d. Dissemination of information to counter the perceptions of differential enforcement of housing policies and unfairness or capriciousness in the assignment of housing.**
- 2. Make survey information widely available to the managers and supervisors of the Oahu Consolidated Family Housing (Provisional) (OCFH (P)).**
- 3. Develop a more focused survey targeted on those elements of the housing situation that fall within the purview of the Commander, OCFH (P) and conduct the surveys on a regular basis in order to permit trend analysis as well as more timely attention to problems highlighted by survey results.**

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Introduction

Background

Military family housing and related services were consolidated in October 1983, and are managed by the Oahu Consolidated Family Housing (Provisional) (OCFH (P)) command located at Fort Shafter. Both occupants of military housing and those service members living in civilian housing are served by this command.

Hawaii continues to be a high cost duty area for service members. Housing is scarce and expensive. In addition, for some, there are added problems of isolation, cultural differences, and concerns involving dependents. While some live off-base by choice or because of ineligibility for government housing, many other families are forced to live in civilian housing for periods of varying length due to a shortage of government quarters.

Problem

To manage the island-wide consolidated housing, the Commander, OCFH (P) requires information which will identify the strengths and weaknesses of ongoing programs, the appropriateness of current policies and procedures, and the level of satisfaction among the customers of the command. In addition, data from surveys relative to cost and convenience factors of civilian housing are used to support military construction efforts as well as the provision of auxiliary services to support military families. This information is derived, in part, by measuring the attitudes and opinions of service members, the occupants of military and civilian housing who have availed themselves of OCFH (P) services. Previous surveys (1985 and 1987) have been conducted to gather such information; however, new surveys are needed to assess progress, measure present levels of satisfaction with services, determine current expense and convenience factors, highlight problems faced by service members residing in Hawaii, and identify areas which demand amelioration.

Purpose

The purpose of the present study was to conduct a survey of on-base housing occupants, to gather information for use by the Commander OCFH (P) and other managers in setting policy and practice. Specifically, information was elicited relative to:

1. Satisfaction with services provided by relevant government agencies.
2. Experiences in connection with obtaining housing on the local economy.
3. Satisfaction with assigned government quarters.
4. Experiences in connection with duty in Hawaii.

Approach

Liaison was established between OCFH (P) and Navy Personnel Research and Development Center (NAVPERSRANDCEN) and the general requirements for the surveys were set forth. Previous surveys were reviewed, and OCFH (P) managers were queried as to current concerns.

Questionnaire Development

Questionnaires were developed to closely align with the respective 1985 and 1987 surveys in so far as practicable, modified to reflect some current issues and concerns. Initial item development was completed in April 1993. The questionnaires were reviewed by the staff of OCFH (P) and their suggestions for improvement were compiled.

A pre-test of the questionnaire was conducted at Fort Shafter on a sample of government quarters residents, to gauge readability, determine mean completion time and to identify any problems with item wording, instructions, and so forth. Each individual was interviewed after he or she completed the questionnaire.

Based on the management review and on the pre-test results, the final revision of the questionnaires was completed in June 1993. Printing was accomplished in July 1993.

Questionnaire Distribution and Response

Addresses of service members residing in on-base housing were provided by OCFH (P). Each addressee received a survey questionnaire, a cover letter (signed by the Deputy Commanding General, U.S. Army Pacific) and a postpaid reply envelope (addressed to NAVPERSRANDCEN). Mailing was done in July 1993 to 19,168 military families. A follow-up card was mailed to each addressee in August 1993.

Questionnaires received by 15 October 1993 were included in the database. All questionnaires were serialized and scanned into a database for subsequent analysis. Questionnaires were retained for later content analysis.

Of the 19,168 questionnaires mailed out, 207 were returned as undeliverable, 6,915 were completed, and 6,613 were used in the analyses. The effective response rate was 34.9%.

Data Analysis

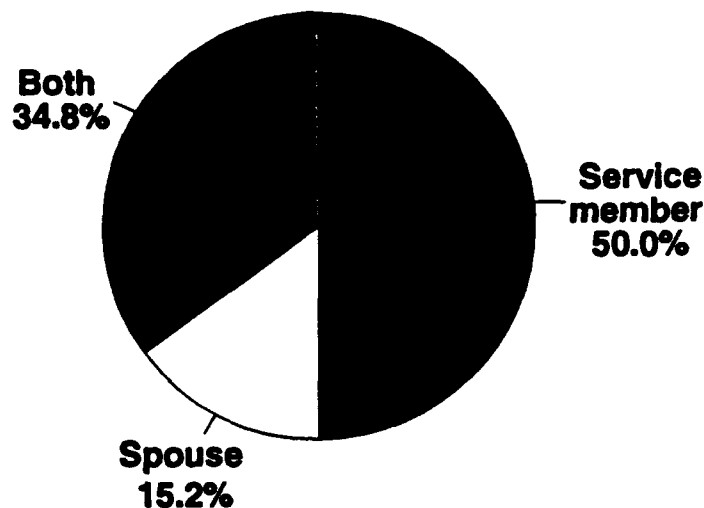
Data were analyzed using the Statistical Package for the Social Sciences. In addition to frequency distributions for each questionnaire item, information was broken down by branch of service, paygrade group, tour number in Hawaii, housing office processed through, gender, and person answering the questionnaire.

Results¹

Sample

The sample was comprised of 6,613 military families residing in government quarters in Hawaii. The questionnaire was answered 50.0% of the time by the service member, 15.2% by spouses, and 34.8% of the time by both the service member and his or her spouse (see Figure 1).

¹Information on the attitude questions has been condensed from the full response distributions to highlight satisfaction and dissatisfaction. Percentages for neutral responses are omitted.



**Figure 1. Who is answering this questionnaire?
(5,965 valid cases).**

Sample Characteristics

Figure 2 shows that 39.6% of the respondents were Navy, 32.6% Army, 15.4% Air Force, 11.8% Marine Corps, and .6% Coast Guard.

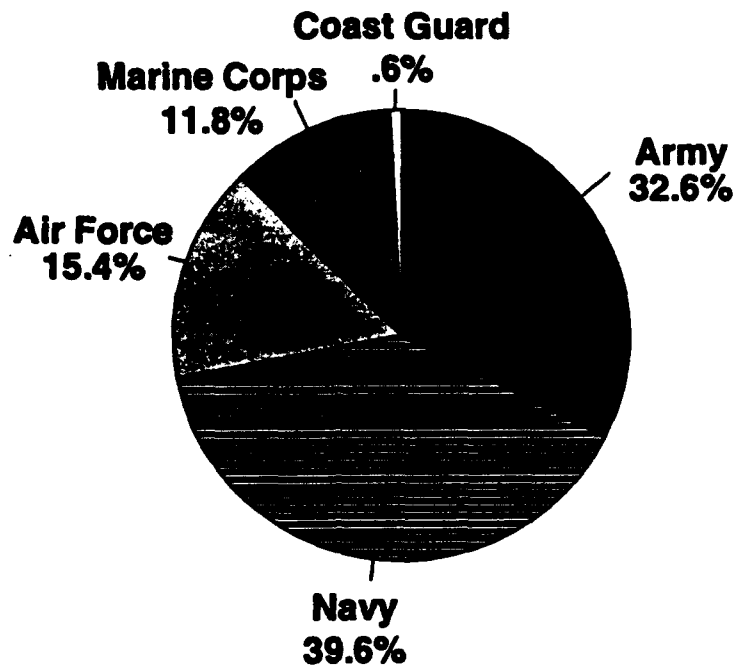
Figure 3 indicates that 77.2% of the respondents were enlisted. More than two-thirds (87.9%) were male, and 96.4% were married (Figure 4).

Questions 3 and 4 asked respondents about their time in service and tenure at their current work site. Figure 5 shows 9.9% as having 4 years or less in service, 23.6% having 5 to 9 years, and 66.1% reporting more than 10 years. Figure 6 indicates that Naval Base Pearl Harbor yielded the largest percentage of respondents (23.3%), Schofield Barracks the second largest (19.5%), and Hickam Air Force Base the third (11.8%).

The overwhelming majority (96%) of the service members had spouses living with them and most (79.6%) also had children living with them (Figure 7). More than three-fourths (78.9%) of the respondents reported having one to three dependent family members living with them (Figure 8). Figure 9 indicates that the majority (88.3%) did not have other dependent relatives.

Forty-three percent (43.3%) of the spouses were reported to be working (15.5% civilian part-time job, 22.8% civilian full-time job, and 5.0% self-employed), whereas 41% of the spouses were reported to be unemployed, 28.3% of those by choice (Figure 10).

Most of the respondents (80.5%) indicated that they were on their first assignment in Hawaii. Regarding current period of continuous time in Hawaii, 38.6% had arrived in Hawaii between October 1989 and September 1991, whereas 34.6% indicated they had arrived in Hawaii since February 1992 (Figure 11).



**Figure 2. What branch of the Service are you in? (Q1)
(6,575 valid cases).**

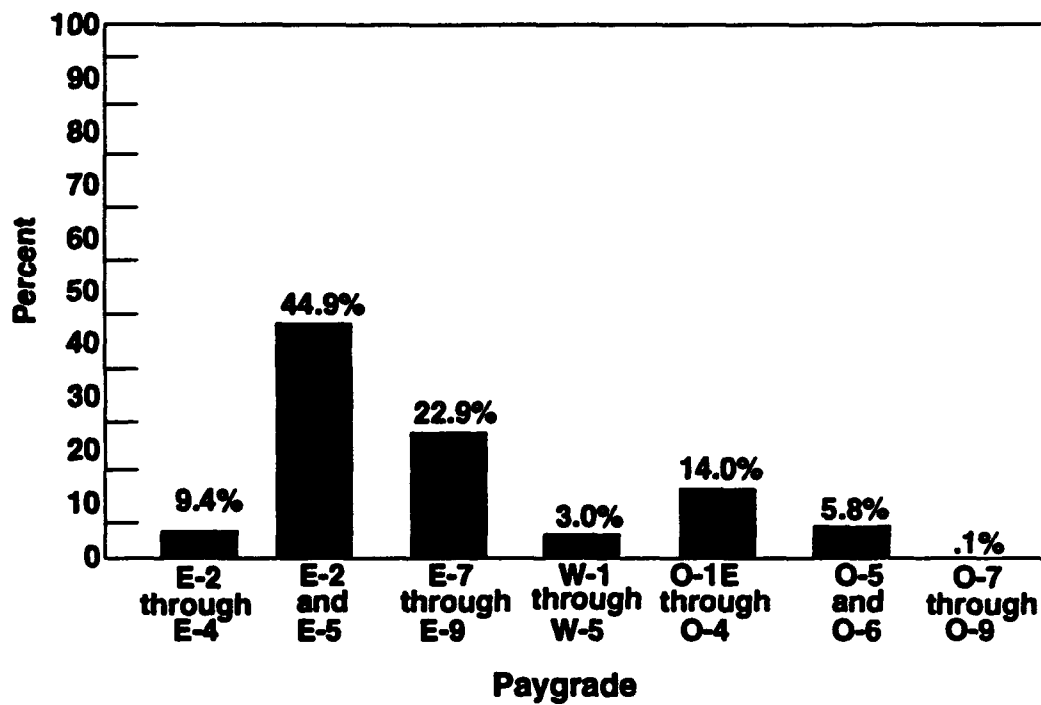
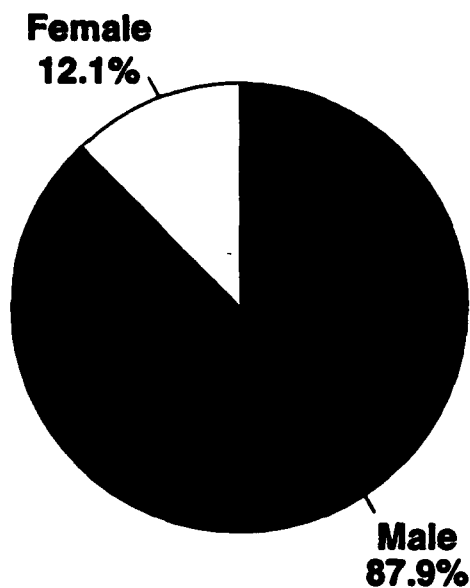
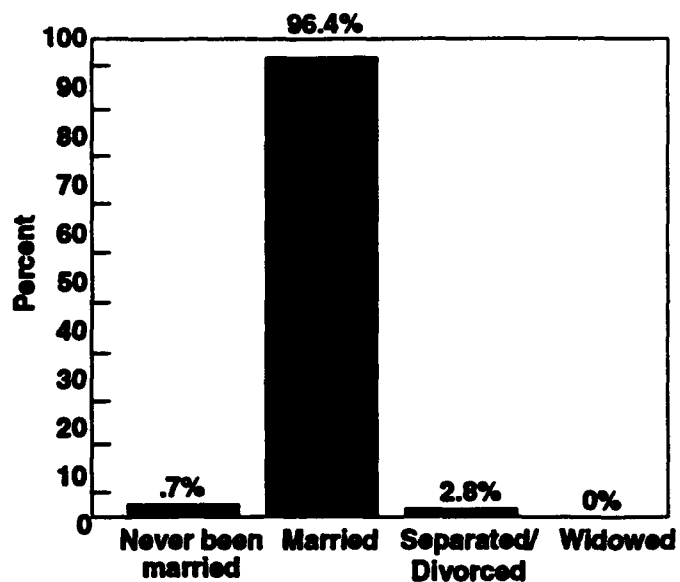


Figure 3. What is your paygrade? (Q2) (6,570 valid cases).



Gender



Marital Status

Figure 4. What is your gender? (Q5) What is your marital status? (Q6) (Q5—6,482, Q6—6,585 valid cases).

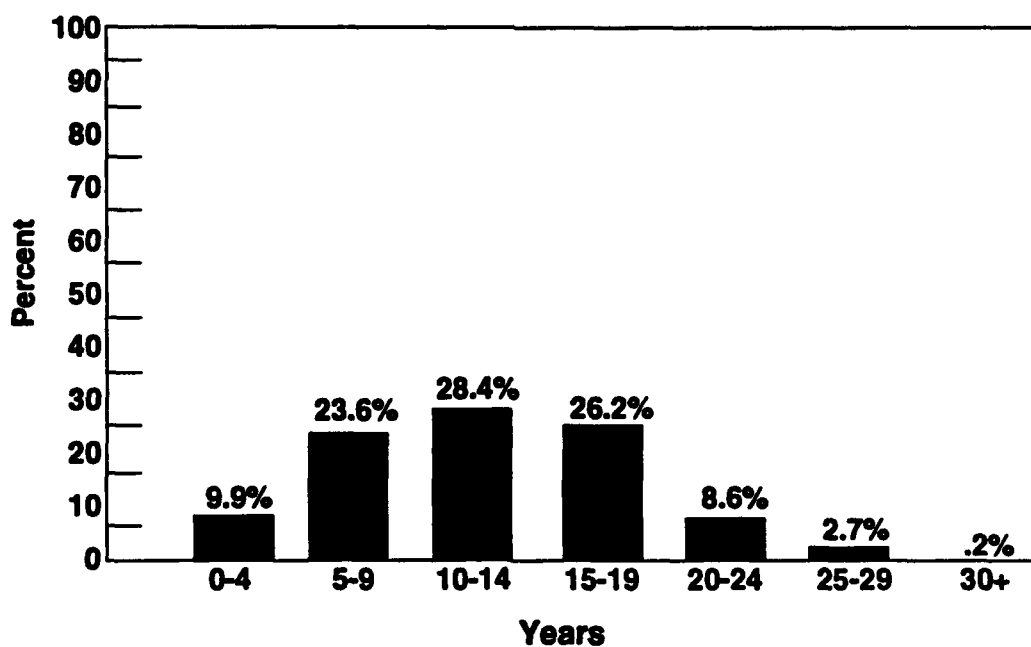


Figure 5. What is your time in service? (Q3) (6,548 valid cases).

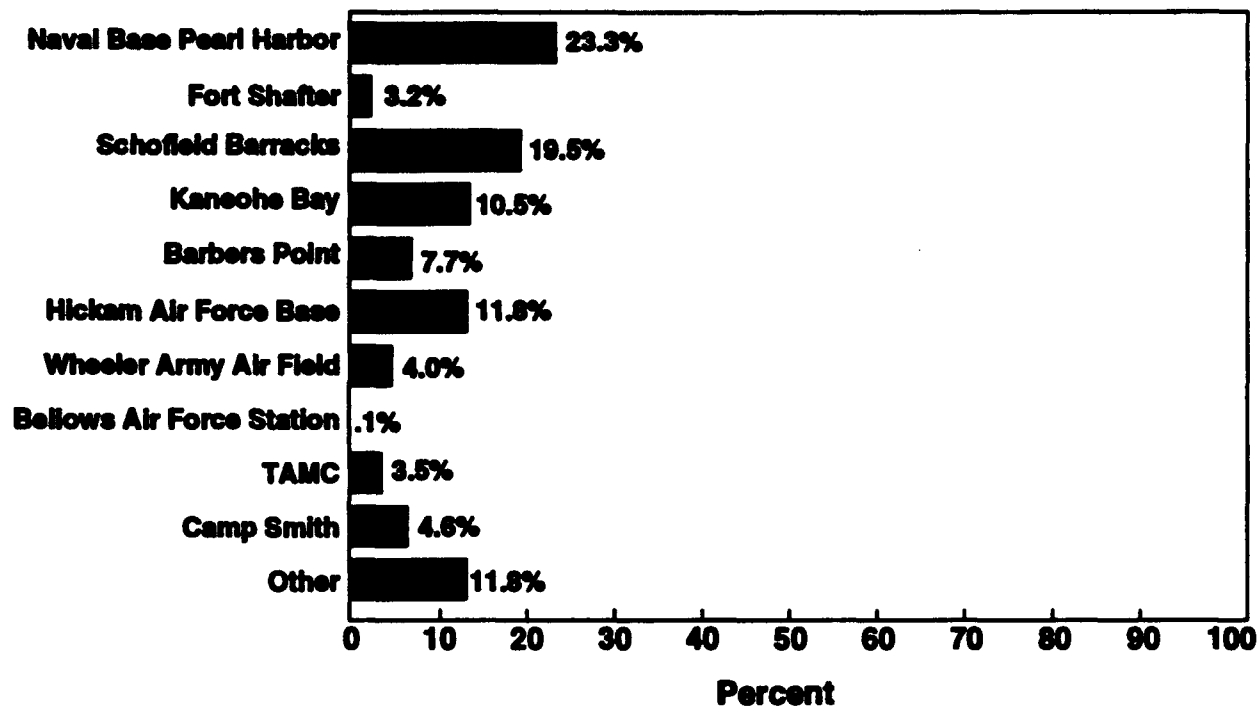


Figure 6. What is your current work site? (Q4) (6,571 valid cases).

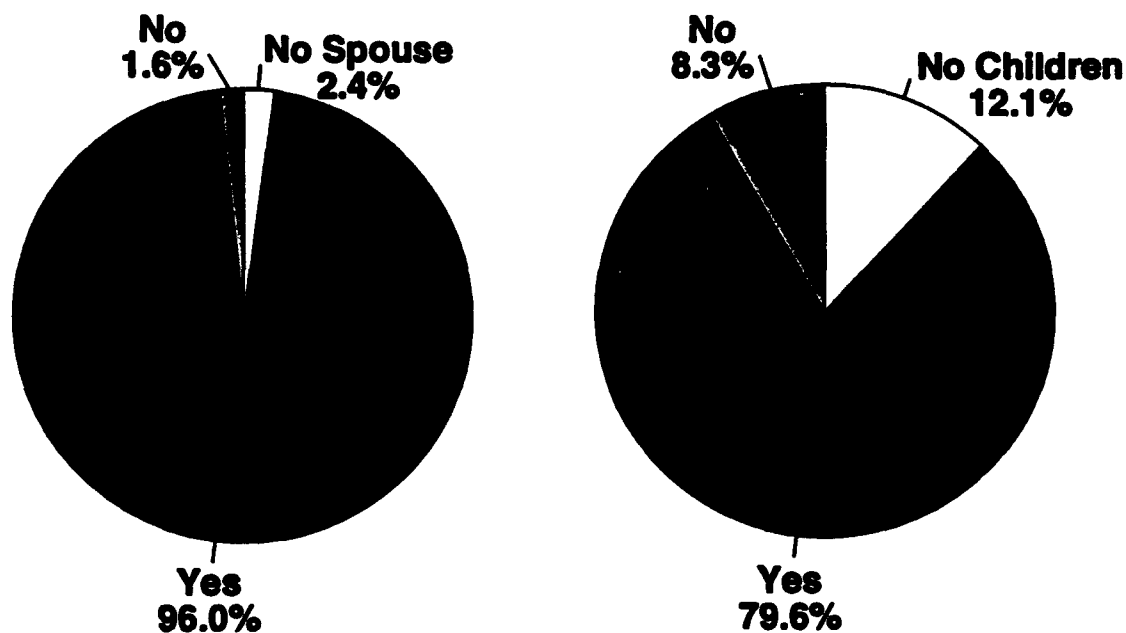


Figure 7. Is spouse living with you? (Q7) Are dependent children living with you? (Q8) (Q7—6,577, Q8—6,581 valid cases).

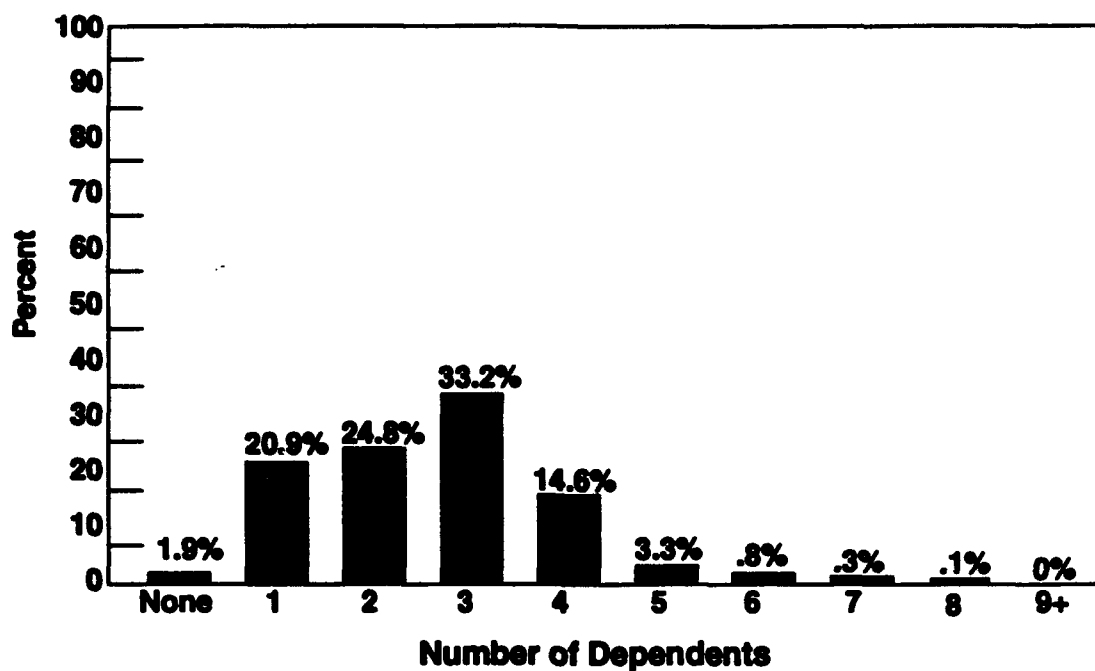


Figure 8. Number of dependent family members living with you? (Q10) (6,581 valid cases).

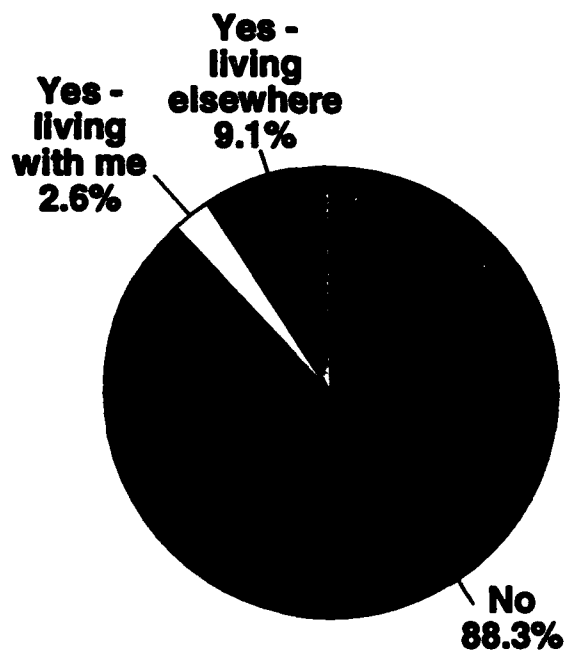


Figure 9. Do you have other dependent relatives? (Q9) (6,555 valid cases).

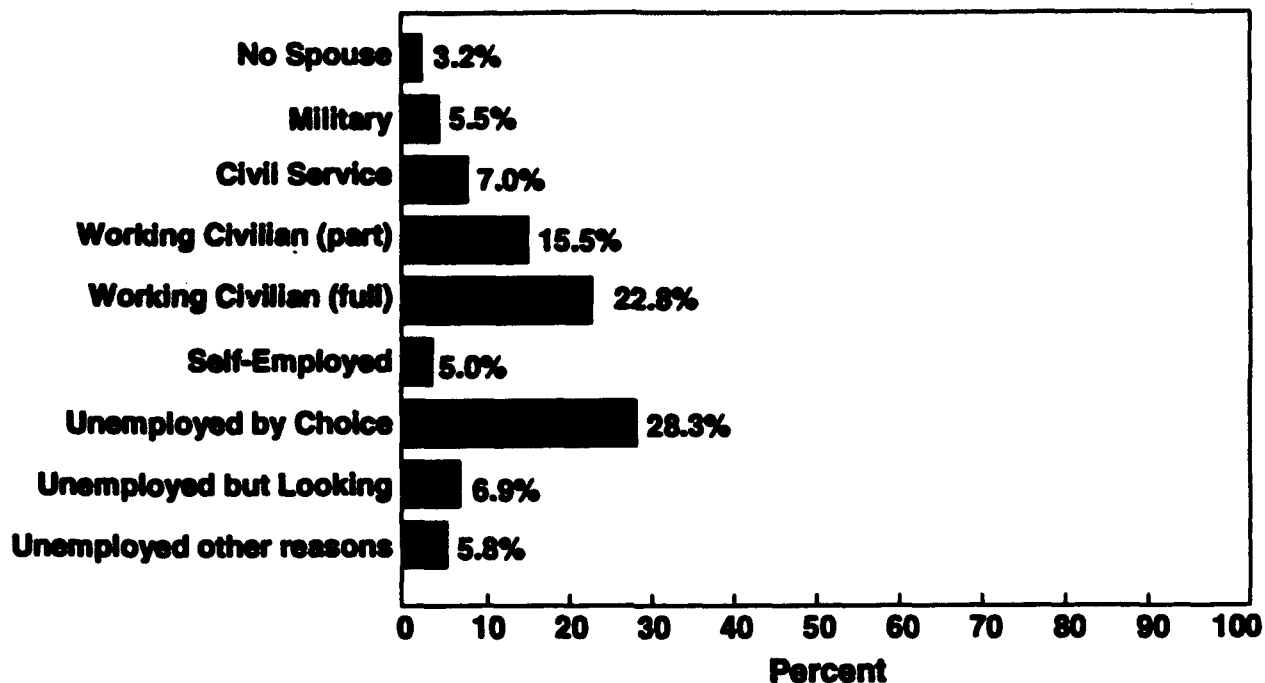


Figure 10. What is your spouse's primary employment situation? (Q11) (6,529 valid cases).

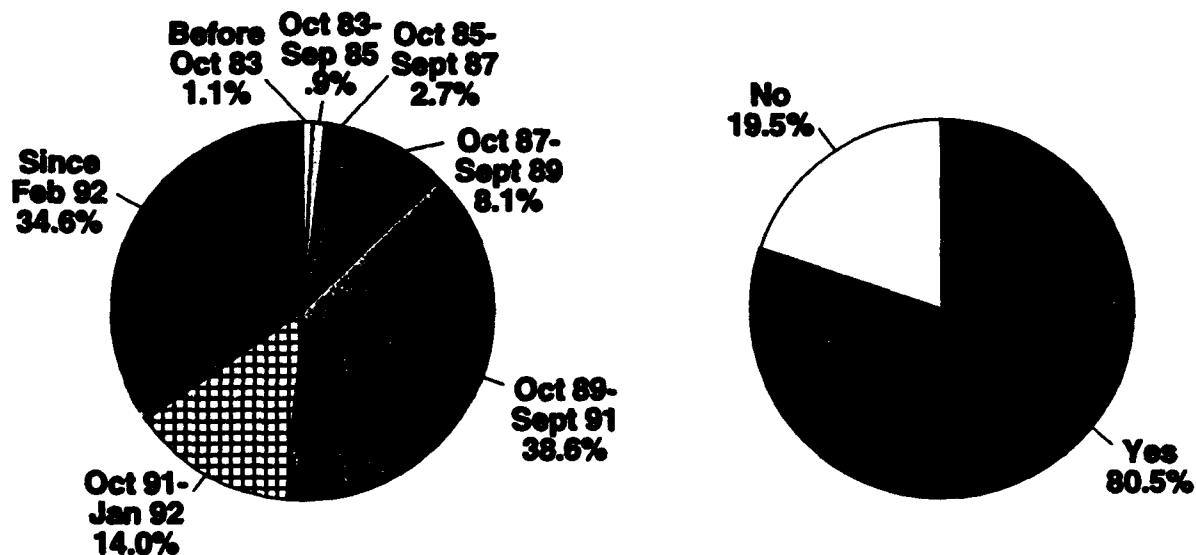


Figure 11. When did you arrive? (Q14) Is this your first assignment in Hawaii? (Q15) (Q14—6,471, Q15—6,525 valid cases).

Figure 12 shows that 65.3% were assigned a sponsor prior to departure from their previous command, with 11.7% being assigned a sponsor after arrival in Hawaii. One out of four respondents (25.1%) from Schofield Barracks indicated they were assigned a sponsor after arrival in Hawaii. Question 13 asked if the sponsor provided useful information about housing and 45.8% indicated that their sponsor provided accurate information about housing. However, 31.2% stated that their sponsor either did not provide housing information (19.9%) or provided inaccurate information (11.3%). All paygrades had higher percentages of respondents agreeing than disagreeing with the statement that their sponsor provided accurate and useful housing information. However, approximately one out of five E-1 through E-5s (23.7%) and O-1E through O-4s (21.3%) indicated that their sponsors did not provide them any housing information.

Question 16 asked respondents how long they had been in Hawaii before they first applied for government quarters. The great majority (83.2%) indicated applying within 5 days and of the 16.8% who did not apply within 5 days, more than one half applied within 5 months or less, 17.1% applied within 6 to 11 months, and 9.3% applied within 12 to 17 months (Figures 13 and 14). Figures 15 and 16 indicate that more than half of the respondents (59.3%) were on a waiting list more than 1 month before first offer. Of these, 27.4% were on waiting list for less than 2 months, 16% for 3 to 4 months, 20.2% for 5 to 6 months, and 36.5% for 7 or more months. The low number of responses from the Coast Guard did not permit breakdown across branch of service (BOS) for this group. However, differences were found for the Marine Corps BOS. Almost half (48.9%) of those from the Marine Corps reported being on a waiting list for 7 or more months before they were first offered government quarters.

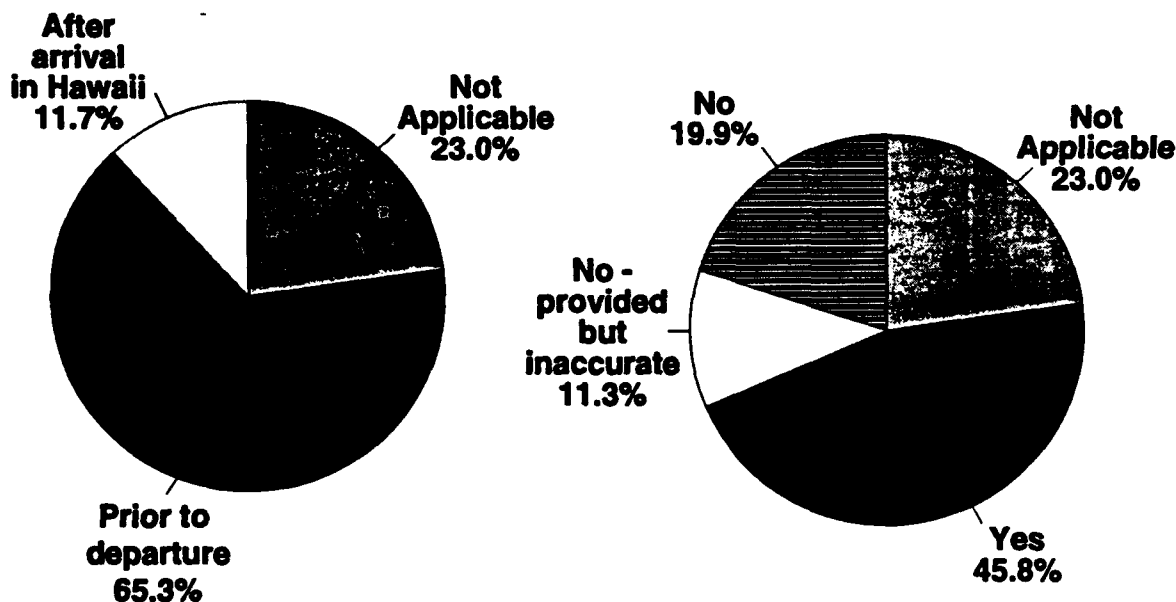
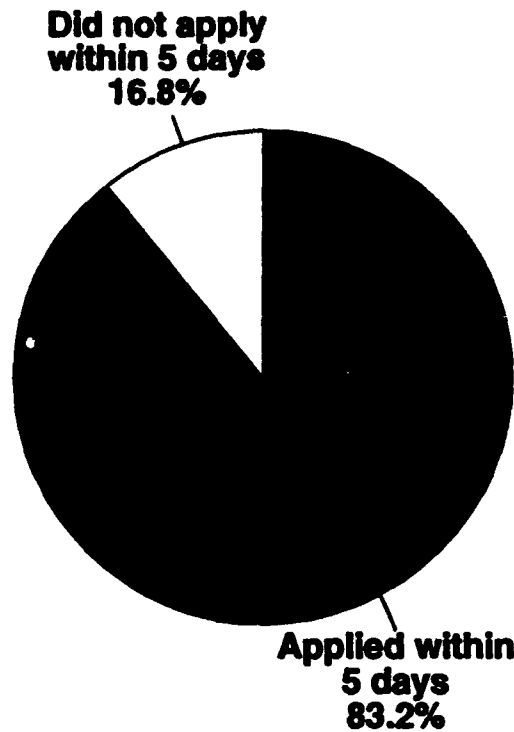
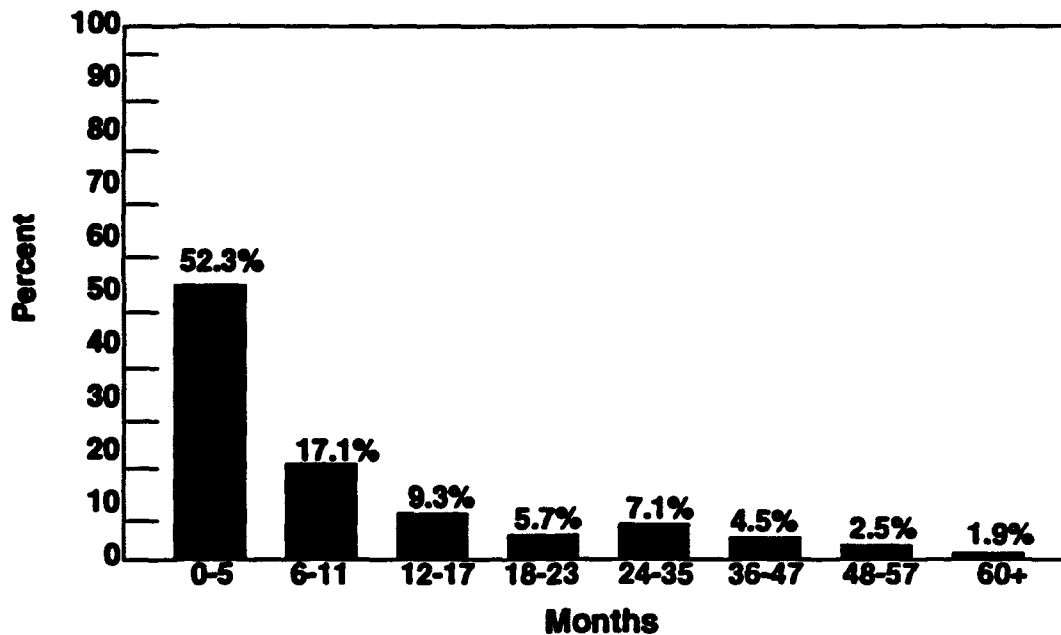


Figure 12. When were you assigned a sponsor? (Q12) Did sponsor provide useful information? (Q13) (Q12—6523, Q13—6,498 valid cases).

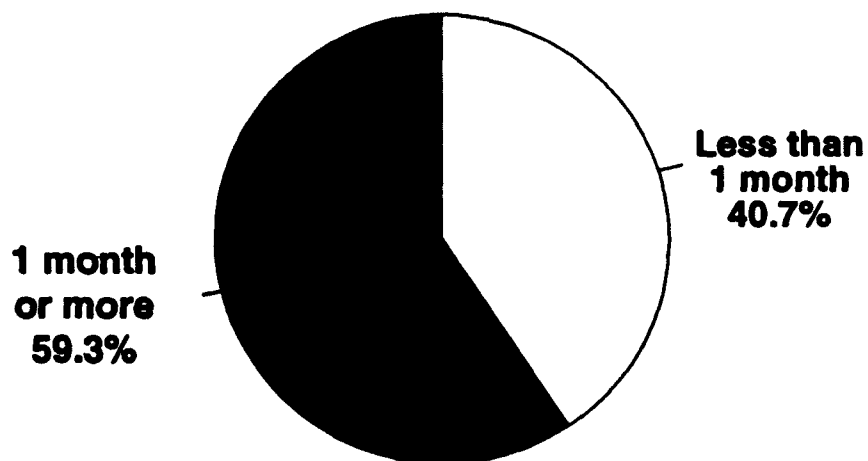


**Figure 13. Time in Hawaii before you first applied for housing?
(Q16) (6,613 valid cases).**

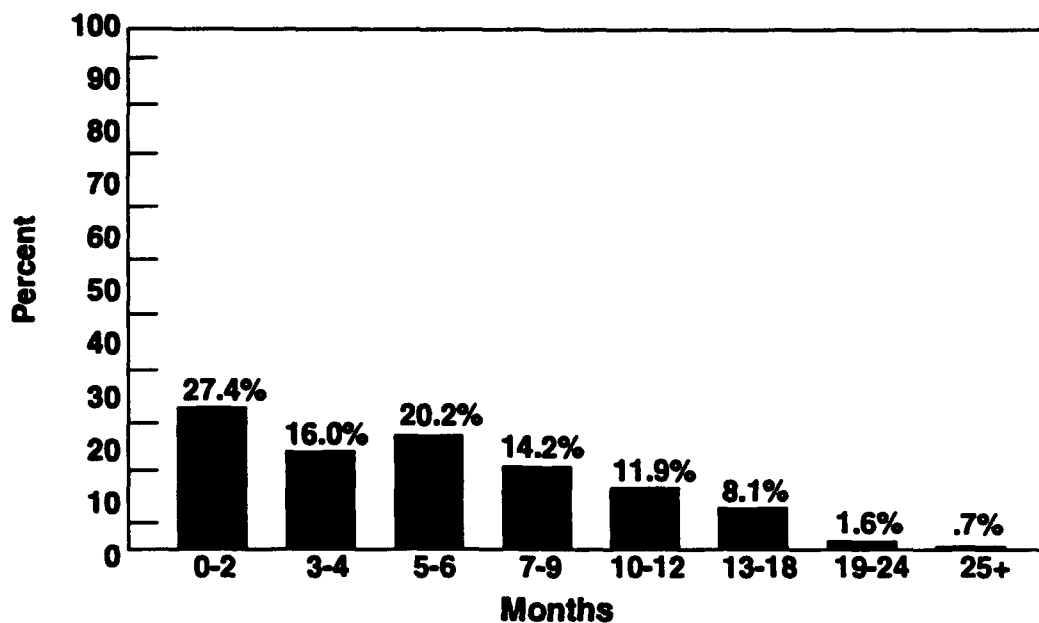


Note. 83.2% applied within 5 days.

**Figure 14. Time in Hawaii before you first applied for housing?
(Q16) (6,613 valid cases).**



**Figure 15. How long were you on the waiting list before first offer?
(Q17) (6,613 valid cases).**



Note. 40.7% > month

**Figure 16. How long were you on the waiting list before first offer?
(Q17) (6,570 valid cases).**

More than half (52.4%) of the respondents first moved into family housing since February 1992 (Figure 17) and more than half (54.9%) had never lived in civilian housing (Figure 18). Of those who had resided in civilian housing, 31.9% lived in civilian housing for less than 6 months, 35.4% for 6 to 11 months, and 32.5% for 12 or more months (Figure 19).

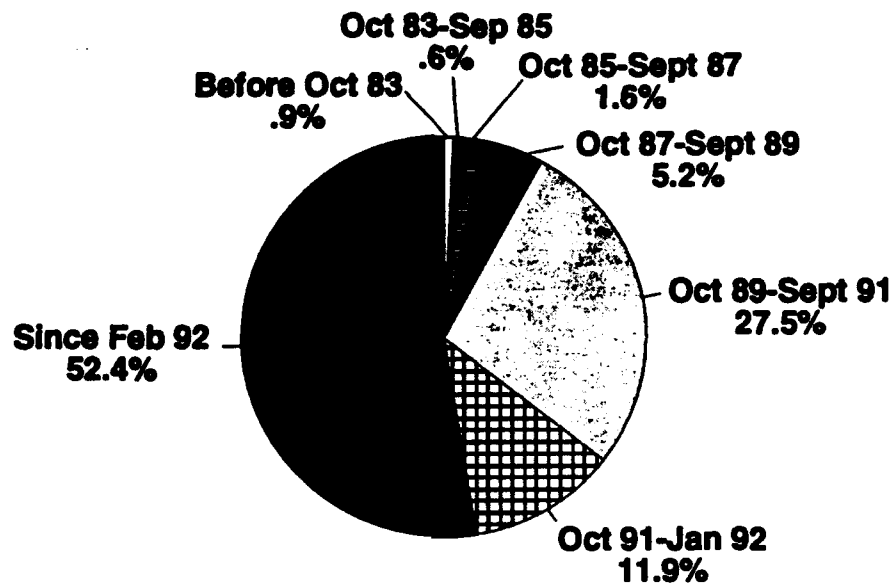


Figure 17. When did you first move into family housing? (Q18)
(6,412 valid cases).

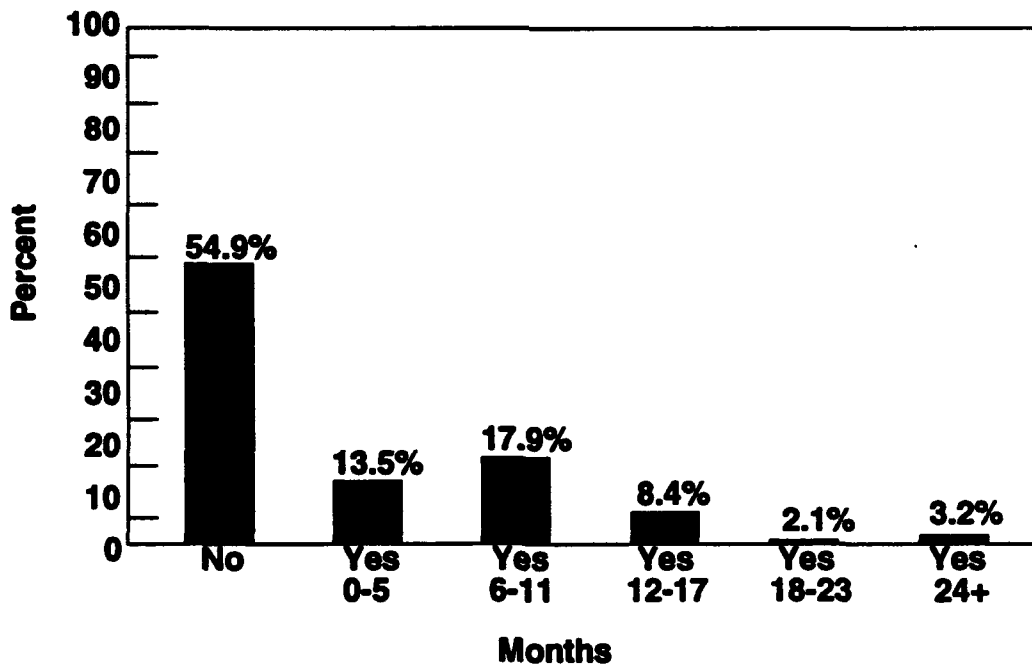
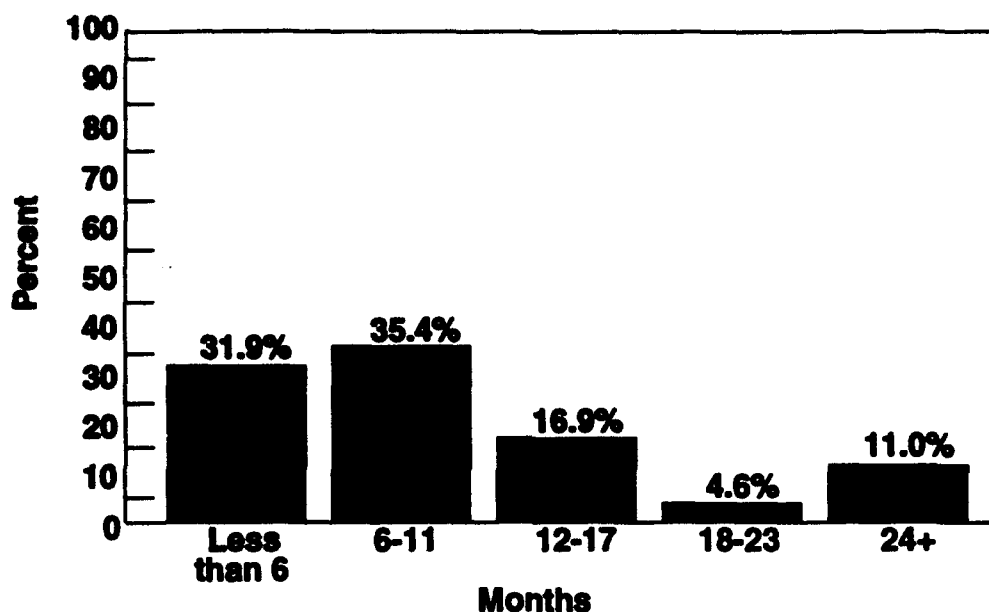


Figure 18. Have you ever lived in civilian housing?
(Q19) (6,544 valid cases).



**Figure 19. How long did you reside in civilian housing? (Q20)
(3,106 valid cases).**

By far the most (89.4%) respondents indicated that they were living in government quarters primarily because of the high cost of civilian housing (Figure 20). With respect to housing area lived in, Figure 21 shows that the highest percentage of respondents to be from the Schofield Barracks (16.3%), the second highest from Hickam AFB (14.2%), and third highest from Aliamanu (10.8%).

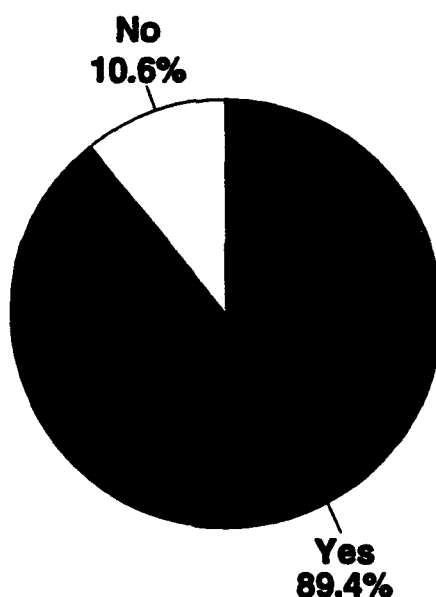
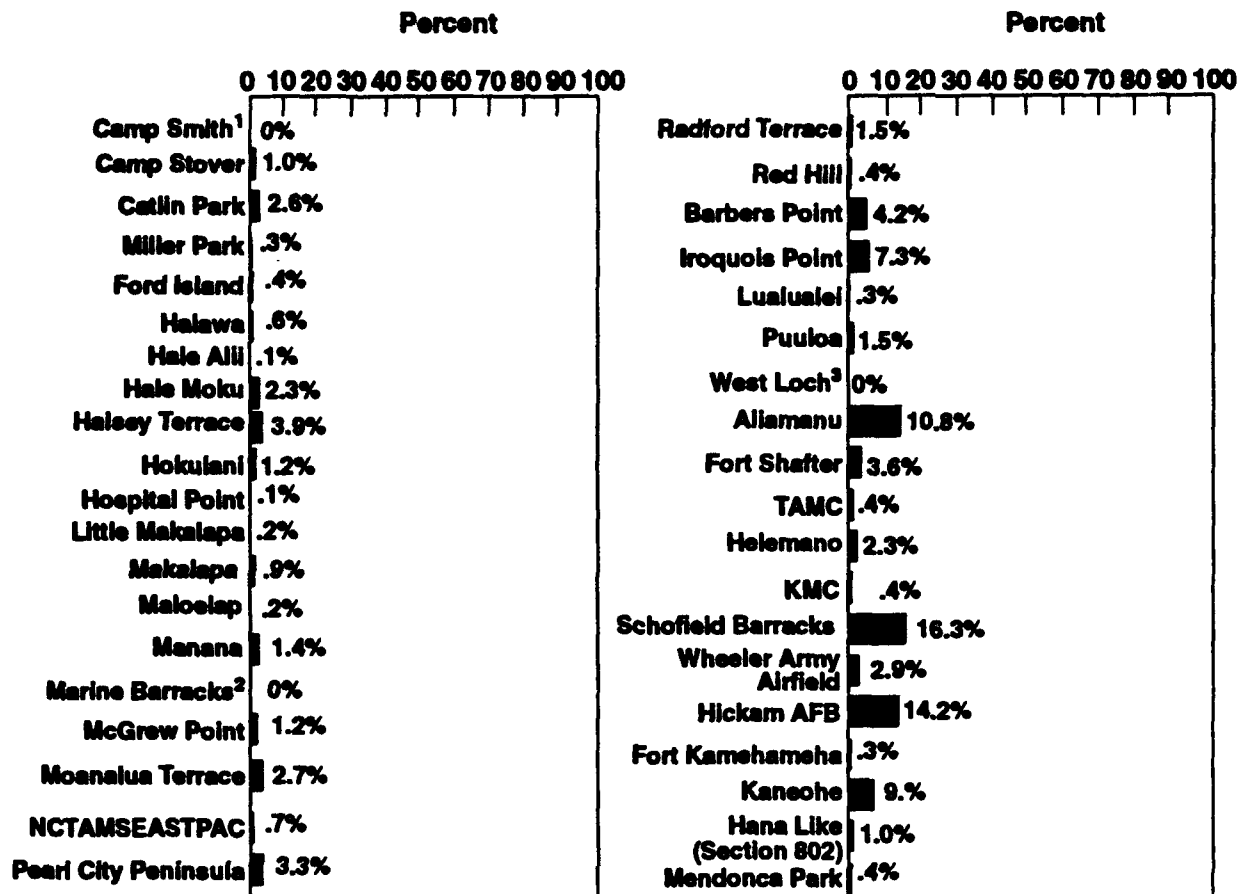


Figure 20. Are you living in government quarters because of high cost of civilian housing? (Q21) (6,465 valid cases).



Note. ¹2 cases, ²3 cases, ³1 case.

**Figure 21. What is the name of your present housing area?
(Q22) (6,571 valid cases).**

Military Housing and Housing Services

Questions 23a to 23p asked respondents their satisfaction and dissatisfaction with a variety of services and facilities offered by their housing offices (Figures 22 to 30). Figure 30 illustrates that more than half of the respondents indicated overall satisfaction with the housing office services (56%). Areas of concern, where there were high percentages indicating dissatisfaction, include the way the office is run (Figure 23), the enforcement of family housing rules (Figure 28), and the assignment of family housing (Figure 29). Differences were found by groups on some of these items:

Q23E: The housing office seems to be well run (service is fast and reliable).

Both Schofield (52.6%) and Barbers Point (43.6%) housing offices had a higher percentage of respondents indicating dissatisfaction with the way the offices were run. Kaneohe (48.4%) and Hickam (44.3%) had a higher percentage of respondents indicating satisfaction and results were mixed for Fort Shafter and Pearl Harbor, with approximately an equal percentages of satisfied and dissatisfied (39.8% to 39.2%) (39.3% to 36.3%), respectively.

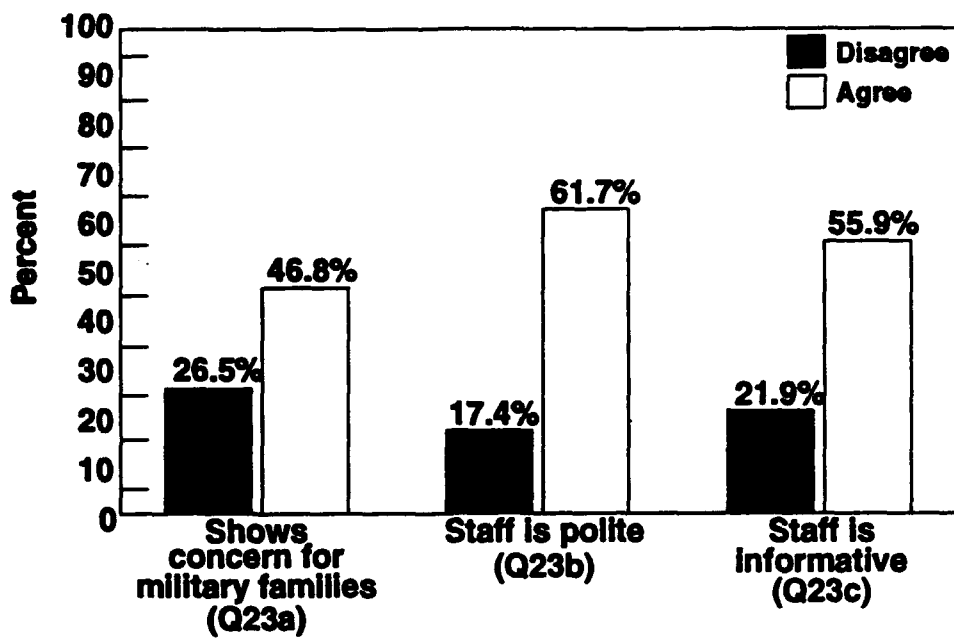


Figure 22. Housing office (Q23a—6,552, Q23b—6554, Q23c—6,545 valid cases).

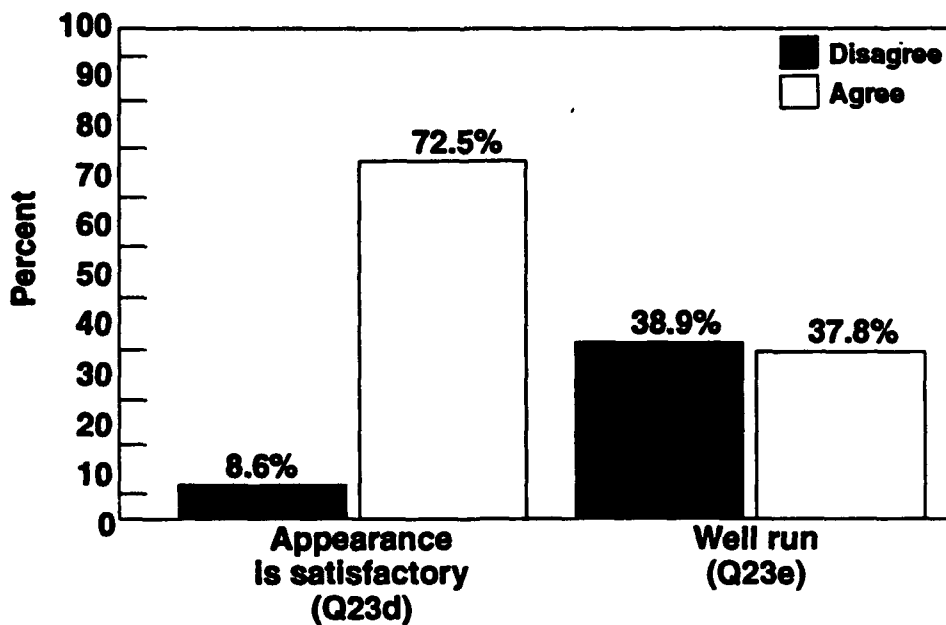


Figure 23. Housing office (Q23d—6,539, Q23e—6,523 valid cases).

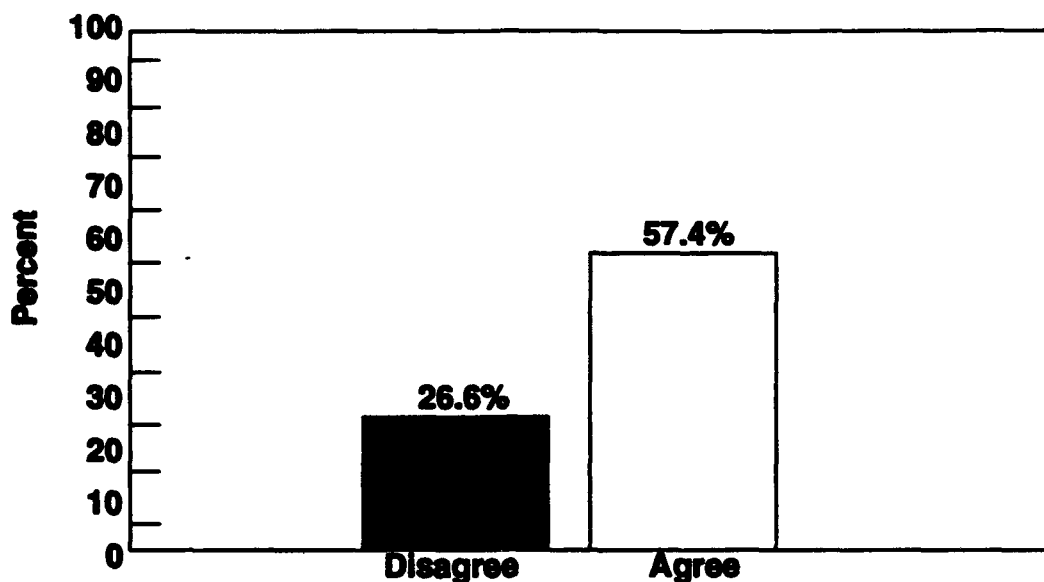


Figure 24. The time it took to process through the housing office was not a problem (Q23f) (6,493 valid cases).

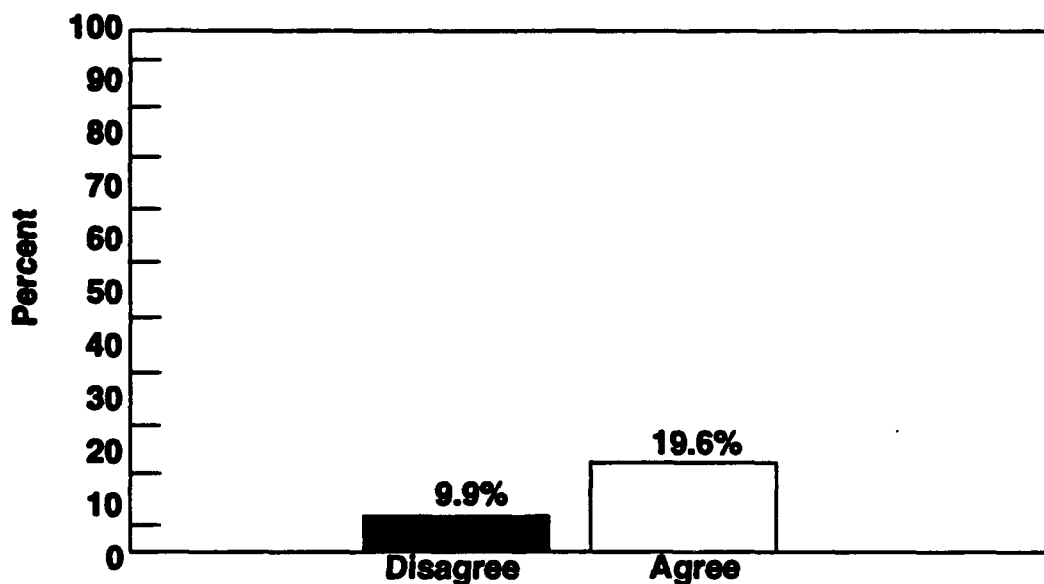


Figure 25. Housing office staff works with family members when the service member is away (deployed or TDY/TAD) (Q23g) (6,521 valid cases).

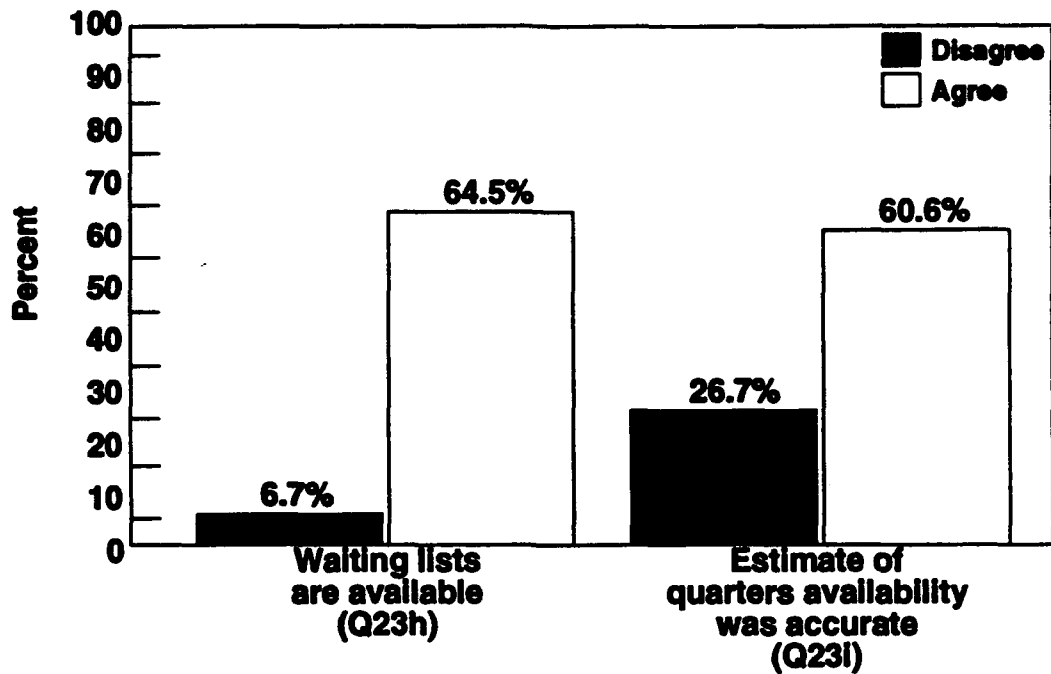


Figure 26. Housing office (Q23h—6,514, Q23l—6,537 valid cases).

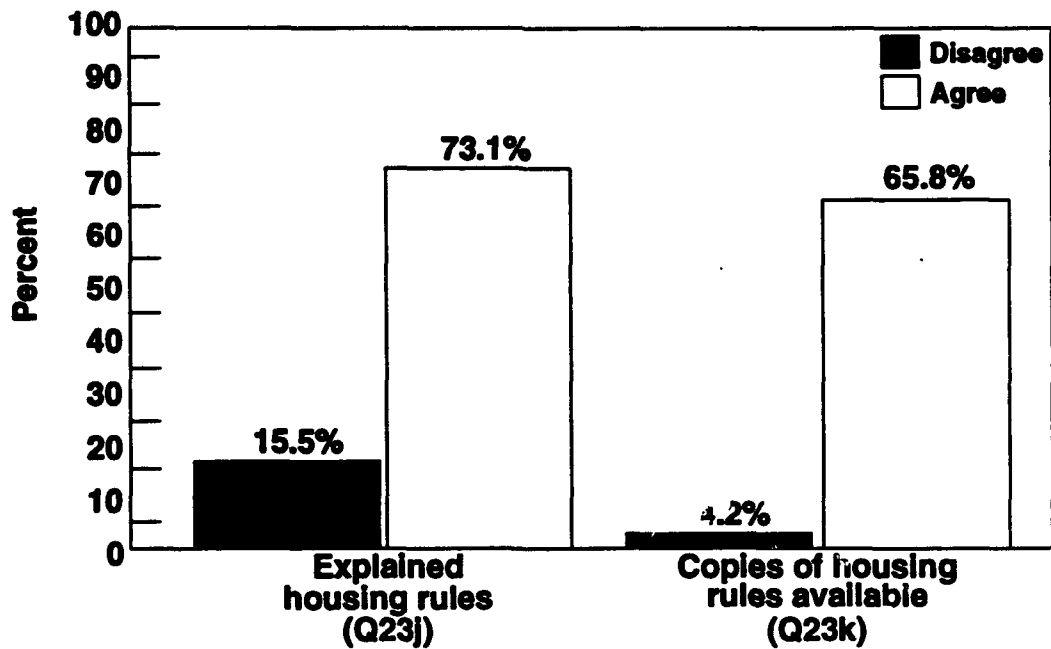


Figure 27. Housing office (Q23j—6,534, Q23k—6,510 valid cases).

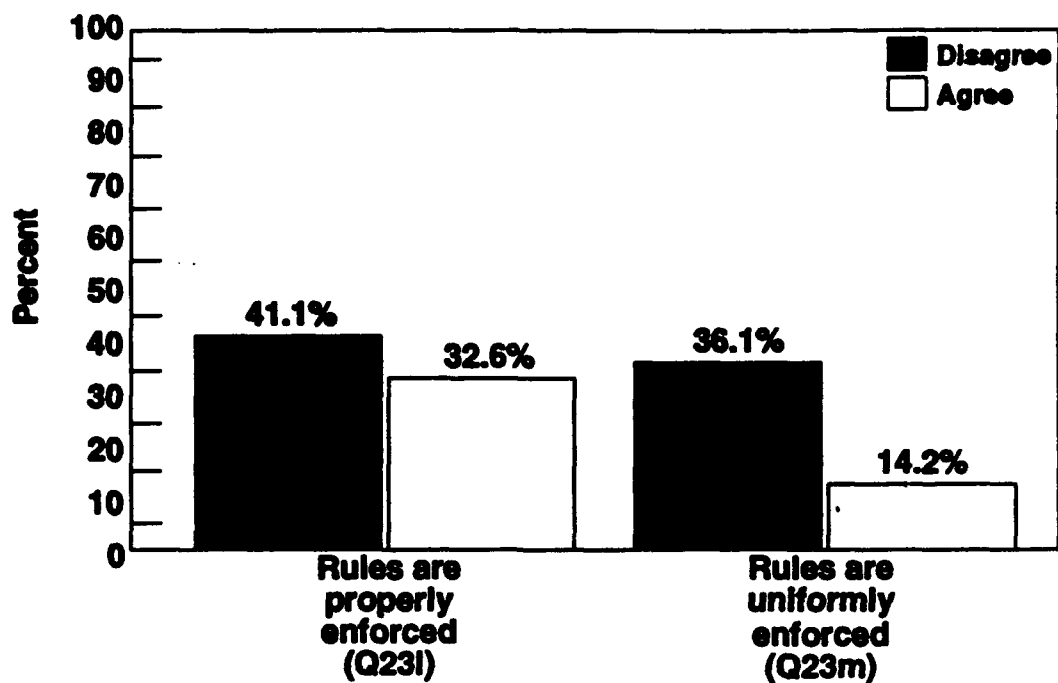


Figure 28. Housing office (Q23l—6,511, Q23m—6,532 valid cases).

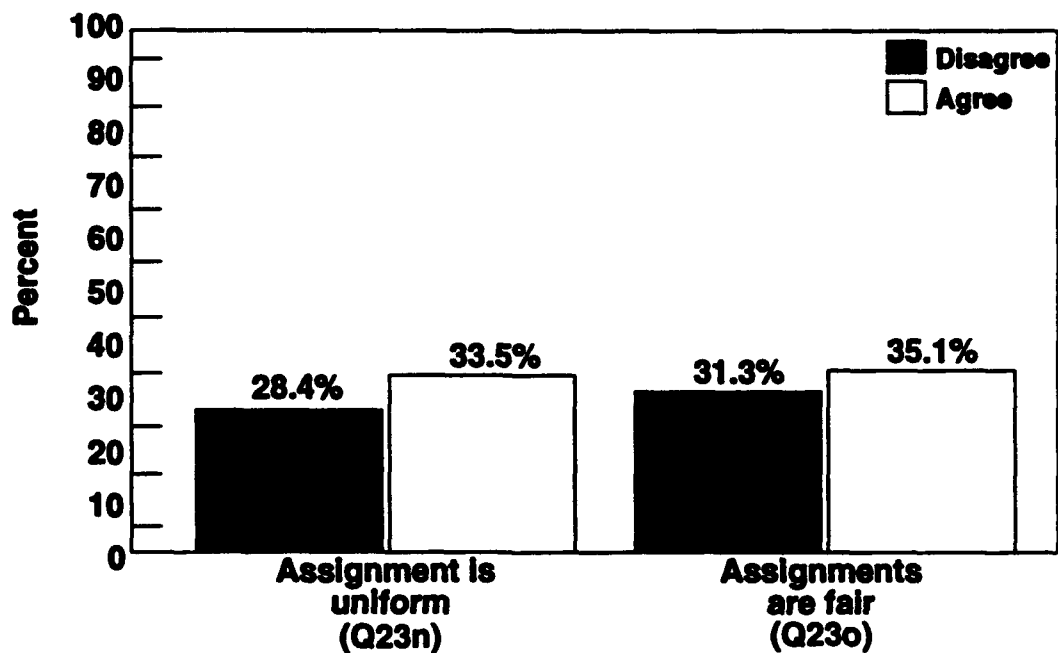


Figure 29. Housing office (Q23n—6,533, Q23o—6,522 valid cases).

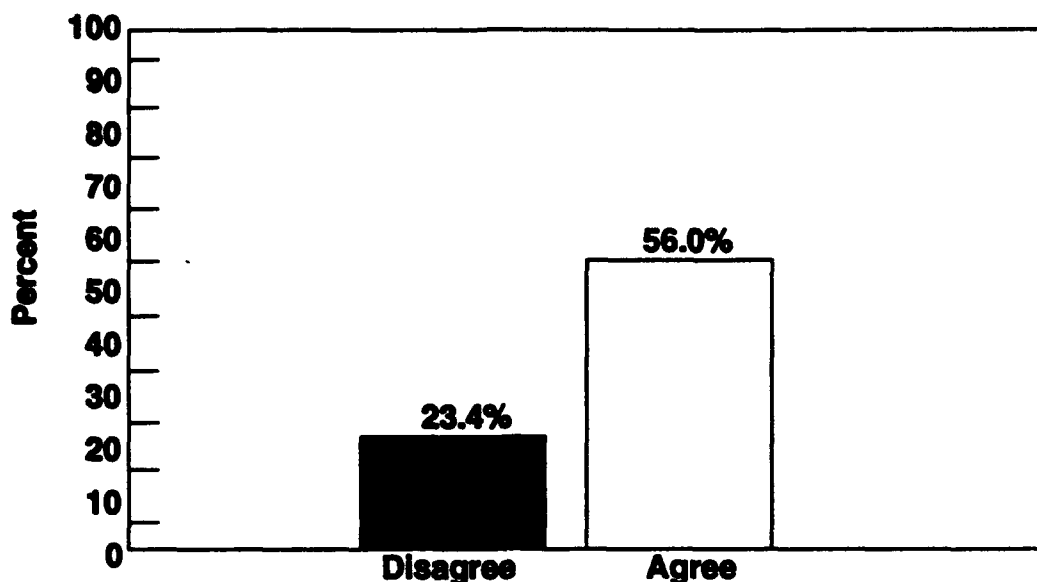


Figure 30. Overall, we are satisfied with housing office services (Q23p) (6,542 valid cases).

Army respondents (47.7%) tended to be the most dissatisfied with the way the housing offices were being run, Navy respondents were second (37.3%), Air Force (30.9%) and Marine Corps (29.6%) were least dissatisfied.

Q23F: The time it took to process through the housing office was not a problem. All housing offices had a higher percentage of respondents indicating satisfaction with processing time with the exception of Schofield which had 45.9% dissatisfaction to 38.1% satisfaction. Overall, Hickam (69.8%) and Kaneohe (67.0%) had the highest percentages of satisfaction.

Q23I: The housing office estimate of when quarters would be available was accurate.

More than 60% of the enlisted (E-1 through E-5 = 62.1%, E-6 through E-9 = 65.2%) reported that their housing office estimate of quarters availability was accurate, whereas both warrants (40.6%) and officers (O-1E through O-4 = 41.1%, O-5 through O-10 = 34.0%) had high percentages of respondents reporting that estimates of availability were inaccurate.

Overall, there were higher percentages of respondents from all housing offices indicating that estimates of quarters availability were accurate. However, one out of three (33.6%) respondents from Schofield reported that those estimates were inaccurate.

Q23L: Family housing rules are properly enforced.

Enlisted (E-1 through E-5 = 40.0% and E-6 through E-9 = 45.3%) and warrants (42.2%) tend to be more dissatisfied with the enforcement of housing rules than officers (O-1E through O-4 = 35.0%, O-5 through O-10 = 27.8%).

All housing offices had a higher percentage of respondents indicating overall satisfaction with housing office services, with Kaneohe (63.6%) and Fort Shafter (60.7%) having the highest percentage of satisfaction.

Respondents were also asked about their satisfaction and dissatisfaction with the Community Home Finding and Relocation Services (CHRRS). Question 24h asked respondents their overall satisfaction with the CHRRS program. For the majority of the respondents (66.7%), this question did not apply. However, 11.0% of the respondents expressed overall satisfaction, whereas 8.8% expressed overall dissatisfaction. There was a higher percentage respondents expressing dissatisfaction than satisfaction regarding information offered about buying, leasing and contracting for civilian housing (Figures 31 to 33).

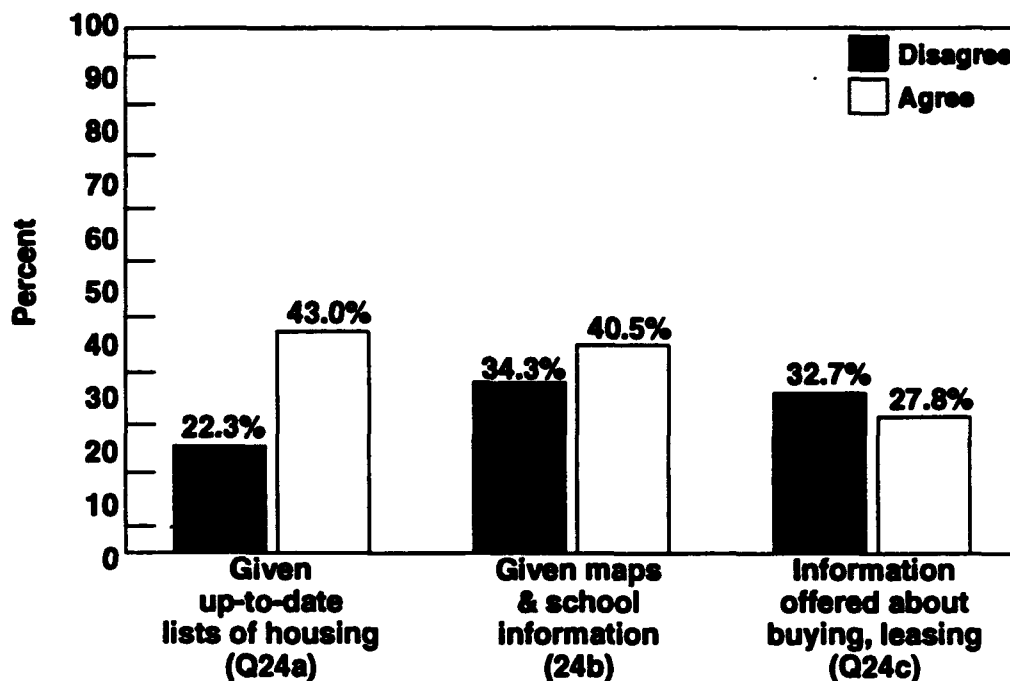


Figure 31. Community home finding referral and relocation service (CHRRS) (Q24a—6,504, Q24b—6,497, Q24c—6,492 valid cases).

Ten questions addressed aspects of policies and procedures. Overall, respondents agreed with all policies and procedures except for two. In particular, more respondents felt that the rule that yards be kept mowed and free of debris was not strictly enforced (in contrast, the Air Force had more respondents [60.2%] indicating they felt this rule was being enforced), and respondents tended to be split on whether there was uniform application of housing policies regardless of rank or armed force (Figures 34 to 38). Some of the housing areas had very small numbers of respondents (under 100) and were not included in the subgroup comparisons. However, differences were found for those housing areas having adequate numbers of responses in item 25A—policy regarding mixing members of different Armed Forces in housing areas. Data indicated that all housing areas had a higher percentage of those who agreed with this item; however, approximately one out of three respondents from Wheeler Army Air Field (31.6%) and Hickam Air Force Base (37.3%) disagreed.

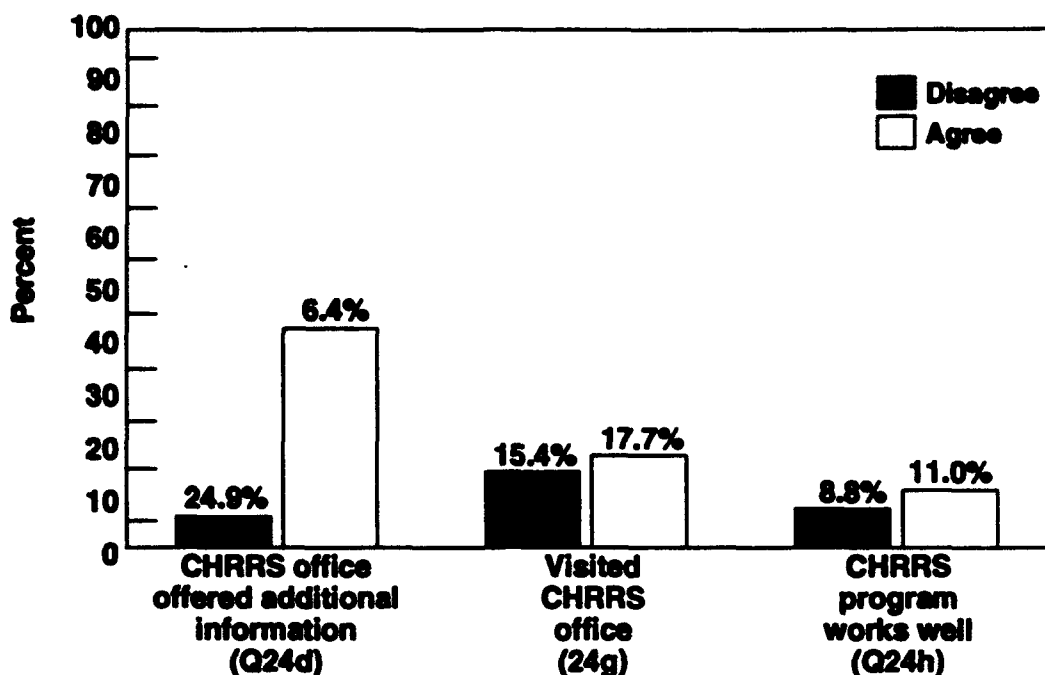
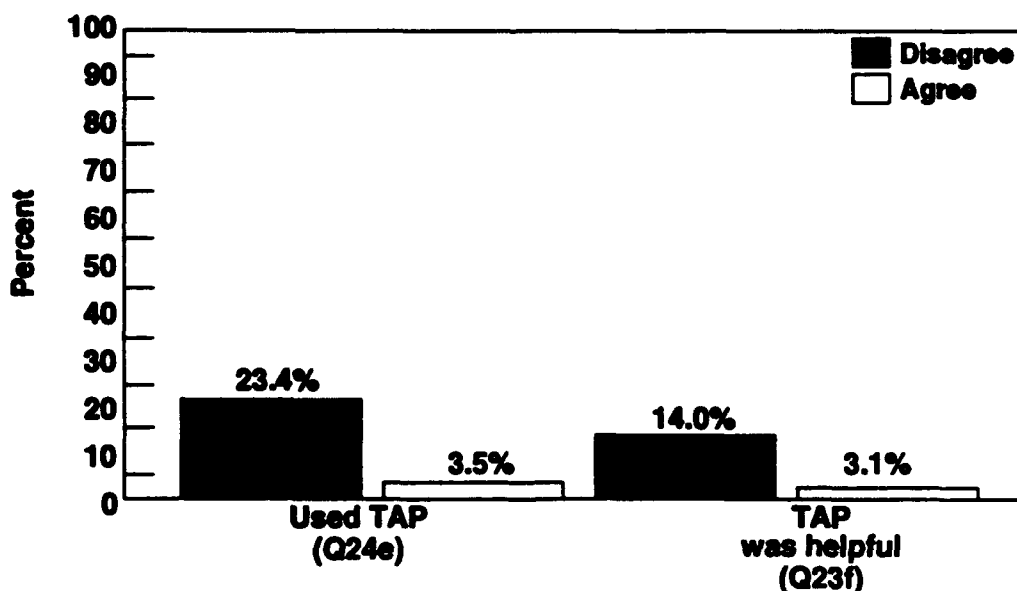


Figure 32. Community home finding referral and relocation service (CHRRS) (Q24d—6,482, Q24g—6,465, Q24h—6,465 valid cases).



Note. TAP = Transportation Assistance Program.

Figure 33. Community home finding referral and relocation service (CHRRS) (Q24e—6,477, Q24f—6,462 valid cases).

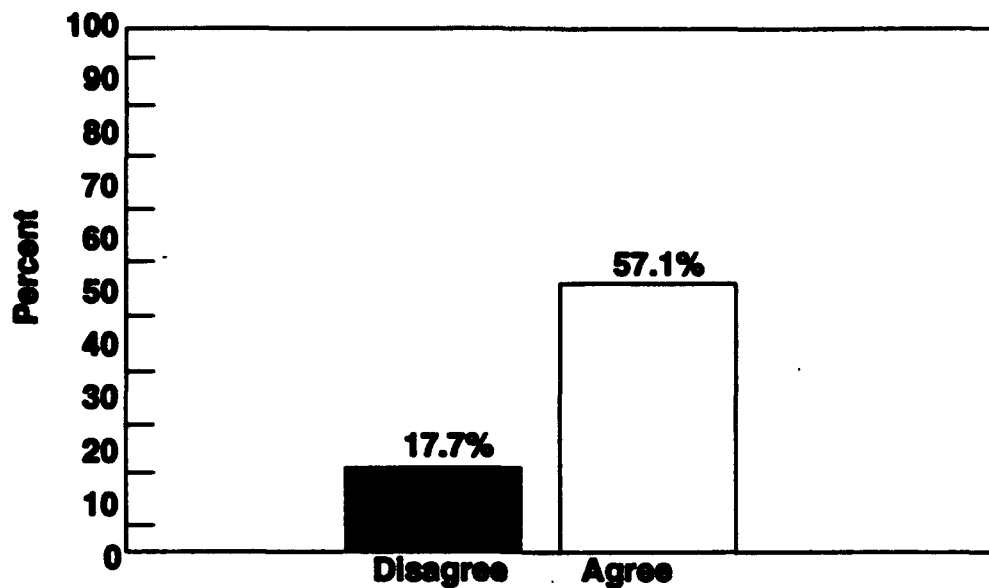


Figure 34. We like the idea of mixing members of different armed forces in housing areas (Q25a) (6,524 valid cases).

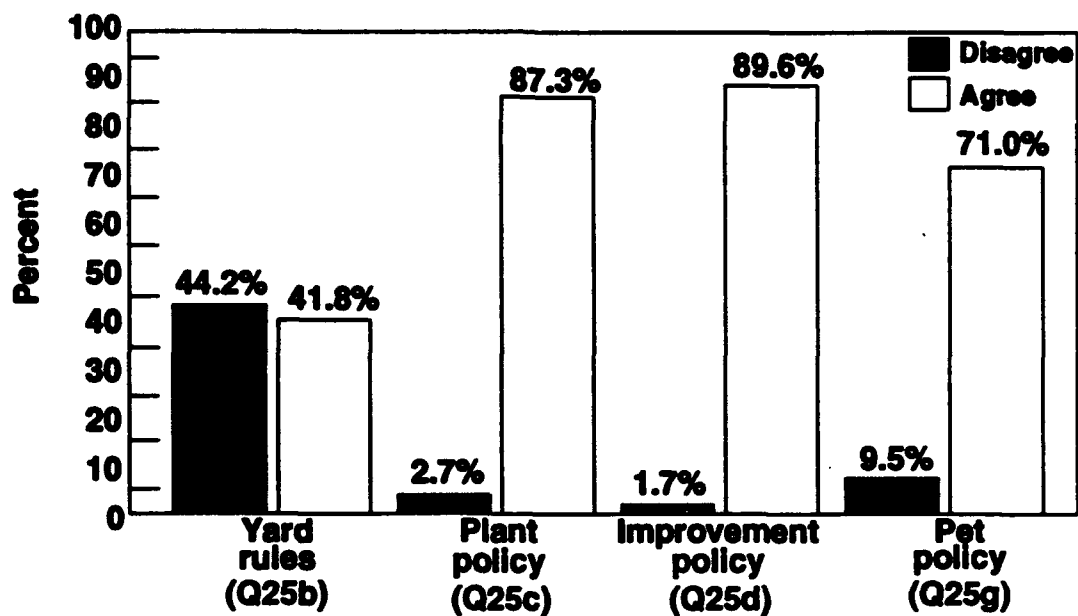


Figure 35. Policies and procedures (Q25b—6,534, Q527c—6,572, Q25d—6,525, Q25g—6,523 valid cases).

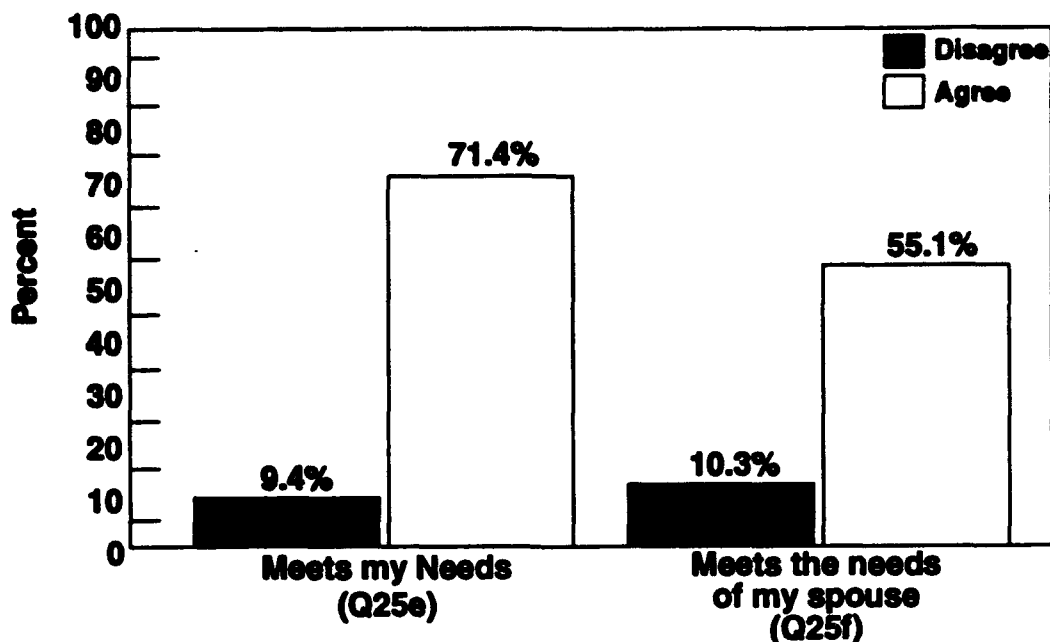


Figure 36. Live where you work policy (Q25e—6,514, Q25f—6,499 valid cases).

Questions 26a through 26n asked respondents about housing operations. More than half (56.2%) indicated overall satisfaction with the way the housing operations were run. Areas of dissatisfaction include the efficiency of fixing poor work by contractors and follow-up on commitments for quarters repairs (Figures 39 to 45). However, data showed that Iroquois Point (35.0%), Aliamanu (42.1%), and Hickam AFB (40.5%) had higher percentages of satisfaction than dissatisfaction with the efficiency of fixing poor work by contractors.

In regard to loaner furniture and appliances (questions 27a-27l), Figure 46 illustrates that a high percentage (60.4%) of the respondents indicated overall satisfaction with the loaner and appliance program. Questions 28a through 28r asked about satisfaction with various features of the housing units. Most (70.6%) expressed overall satisfaction with most features of their housing units (Figure 47). However, more than half felt that the family housing in their area lacked continuous improvement, and that the kitchen and bathrooms in their homes needed remodeling (Figures 48 to 54). Differences were found by housing area for the following items:

Q28A: Family housing in our area is always being improved.

The majority of the housing areas indicated a lack of continuous improvement in their area with the exception of Helemanu housing area, which had higher percentages of satisfaction (46.9%) than dissatisfaction (17.7%).

Q28H: Our unit does not need kitchen remodeling.

Q28I: Our unit does not need bathroom remodeling.

More than half of the respondents indicated that the kitchen and bathrooms in their homes needed remodeling with the exception of the following housing areas which had more than half of their respondents indicating satisfaction with the current kitchen in their homes: Catlin Park (54.7%) and Hale Moku (51.7%). Heleman housing area had the highest percentage of satisfaction with both kitchen (89.8%) and bathroom facilities (82.4%).

Q28J: We have enough kitchen cabinet space.

Fifty-seven percent (57.1%) of those from Catlin Park housing area indicated they did not have enough kitchen cabinet space in their homes.

Q28K: The plumbing in our unit is not a problem.

More than half of the respondents from Catlin Park (52.1%), Halsey Terrace (56.0%), Radford Terrace (61.5%), and Fort Shafter (60.9%) indicated dissatisfaction with the plumbing in their housing unit.

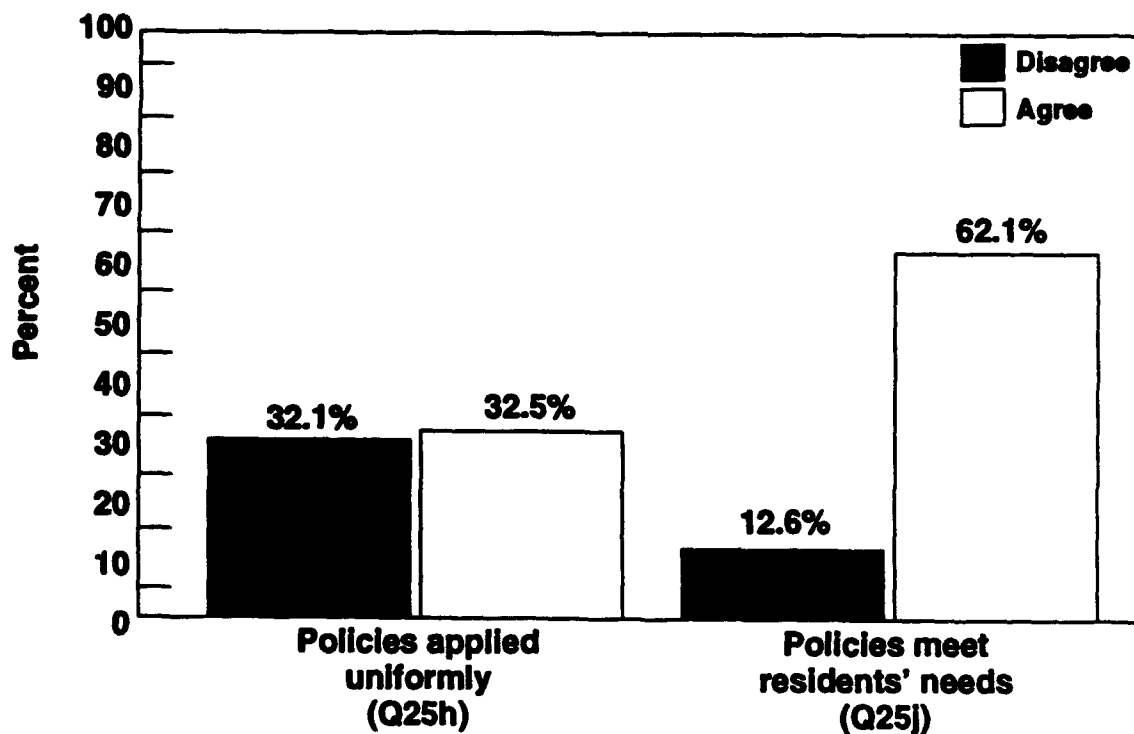


Figure 37. Policies and procedures (Q25h—6,508, Q25j—6,432 valid cases).

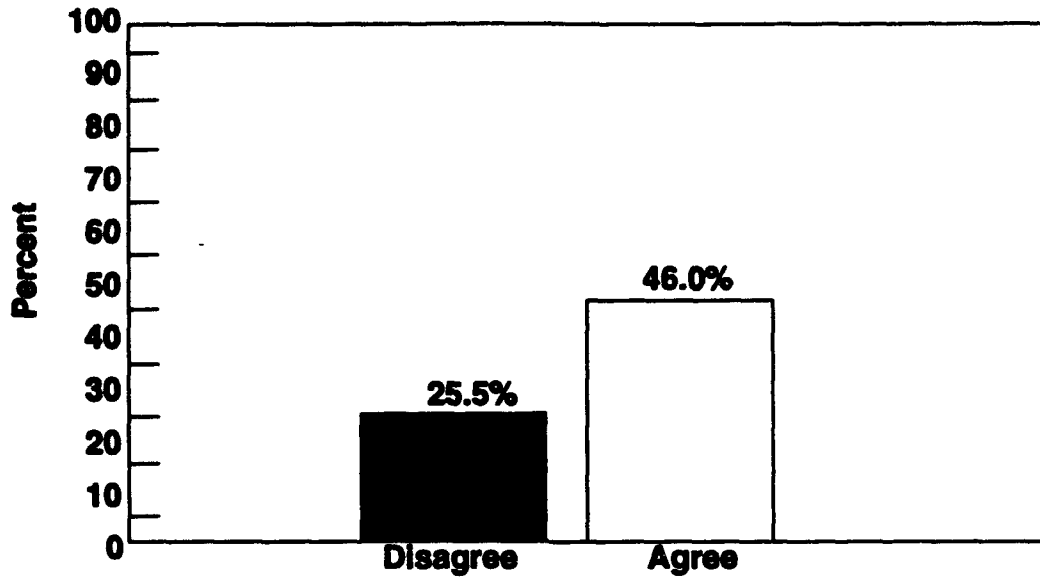


Figure 38. We like the policy limiting the amount of time guests are allowed to reside in quarters (Q25i) (6,441 valid cases).

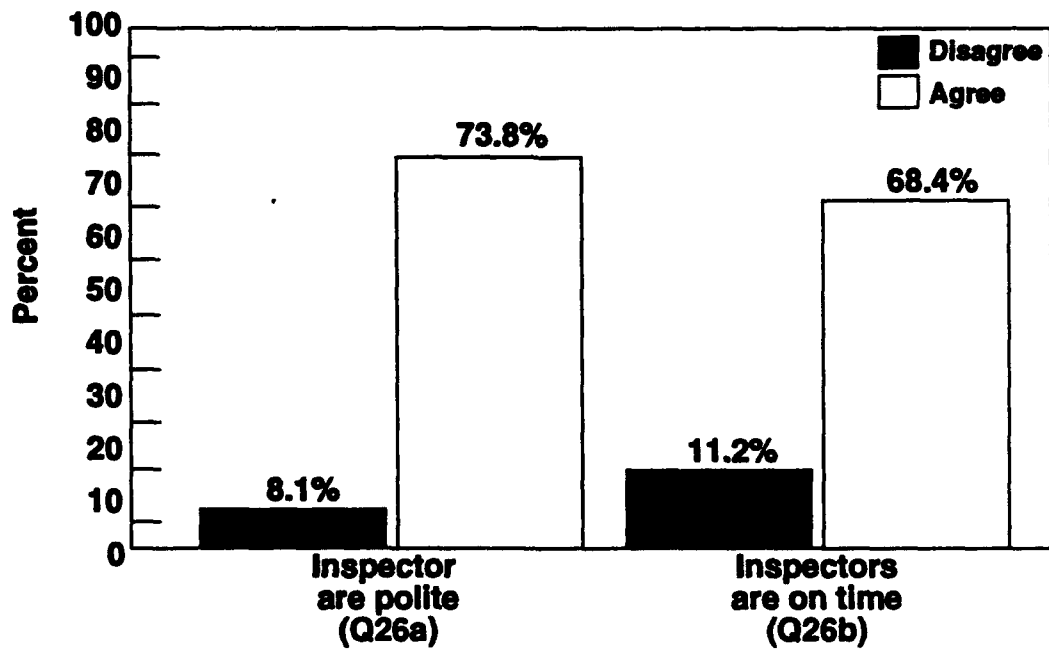


Figure 39. Operations (Q26a—6,520, Q26b—6,516 valid cases).

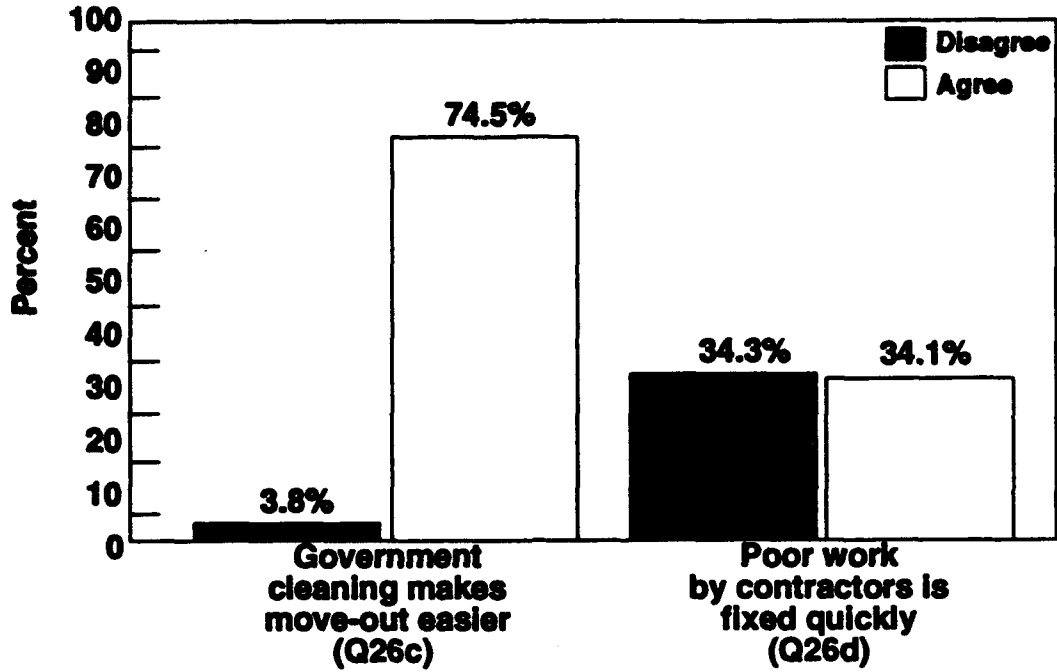


Figure 40. Operations (Q26c—6,513, Q26d—6,513 valid cases).

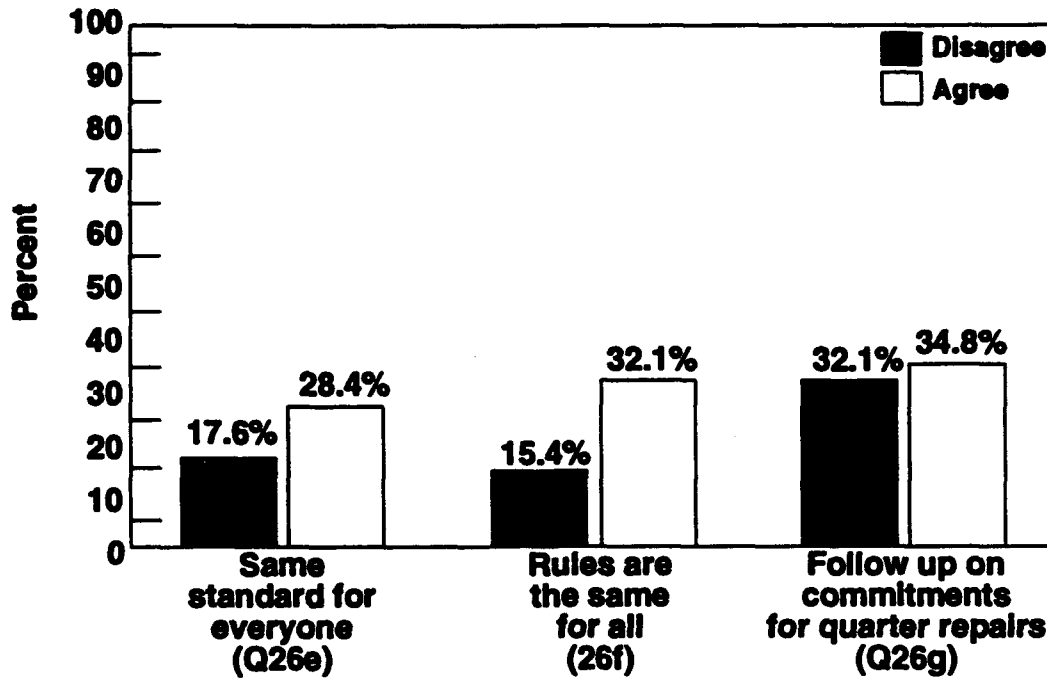


Figure 41. Operations (Q26e—6,506, Q26f—6,497, Q26g—6,486 valid cases).

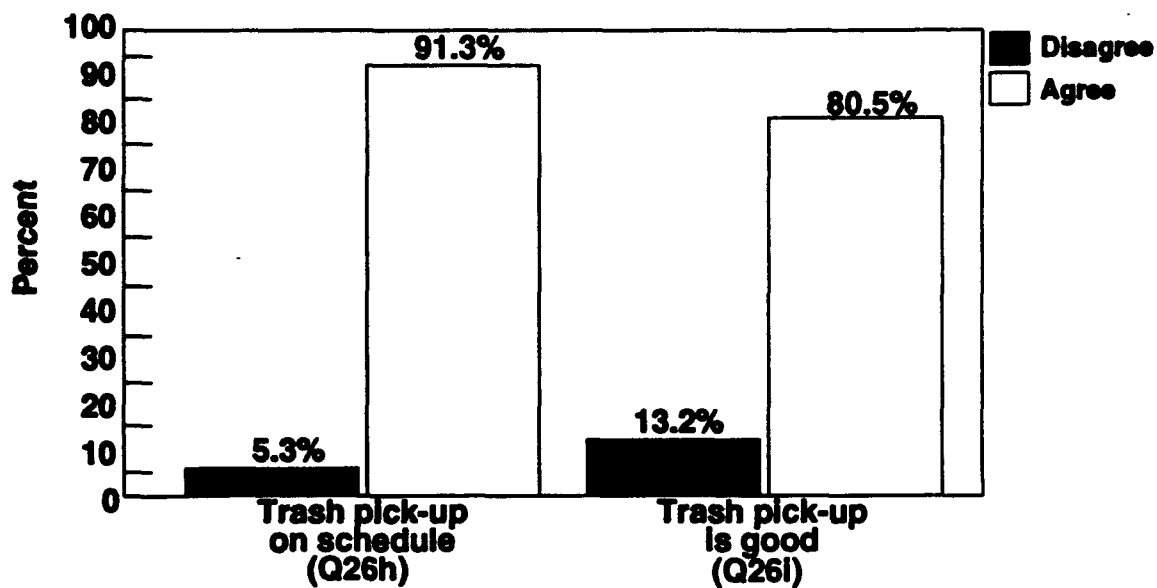


Figure 42. Operations (Q26h—6,516, Q26i—6,499 valid cases).

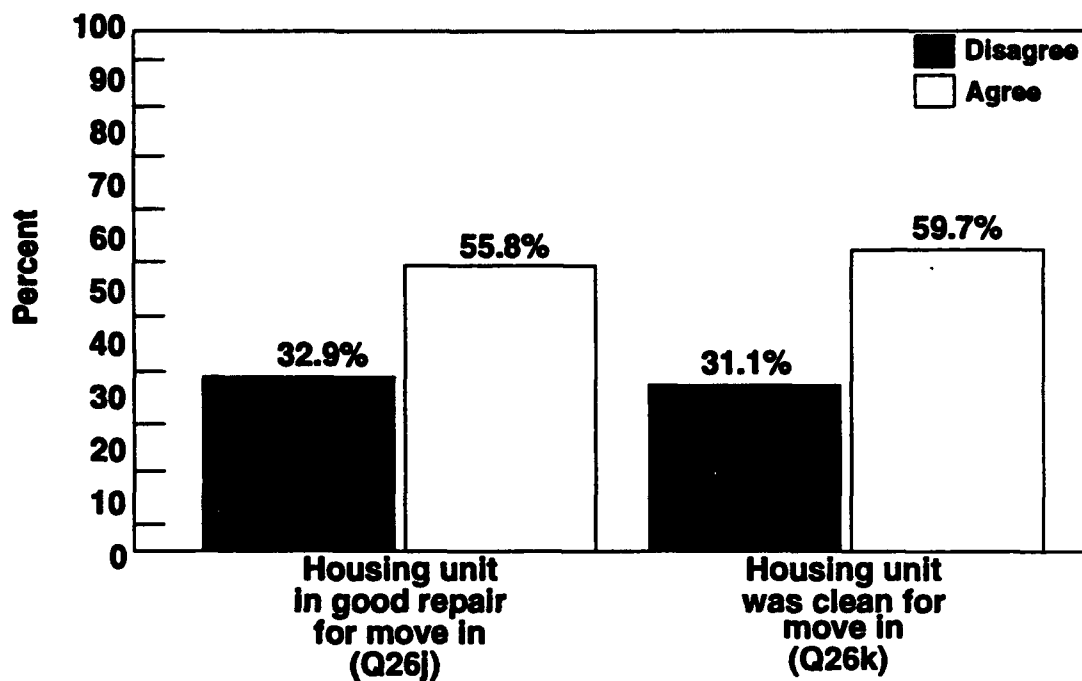


Figure 43. Operations (Q26j—6,510, Q26k—6,508 valid cases).

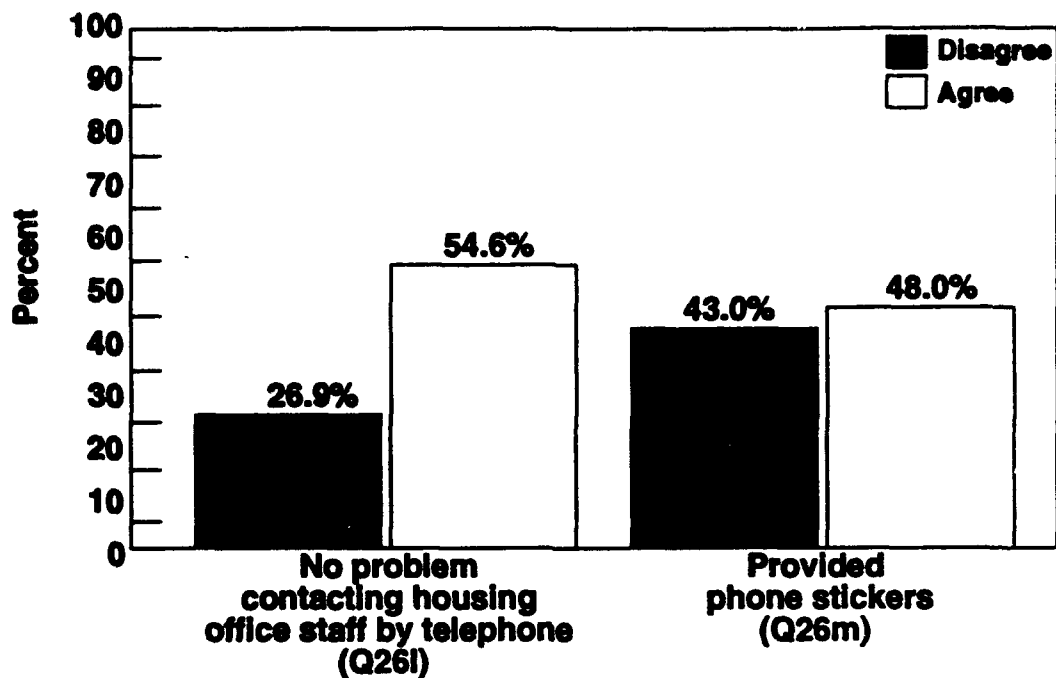


Figure 44. Operations (Q26l—6,490, Q26m—6,493 valid cases).

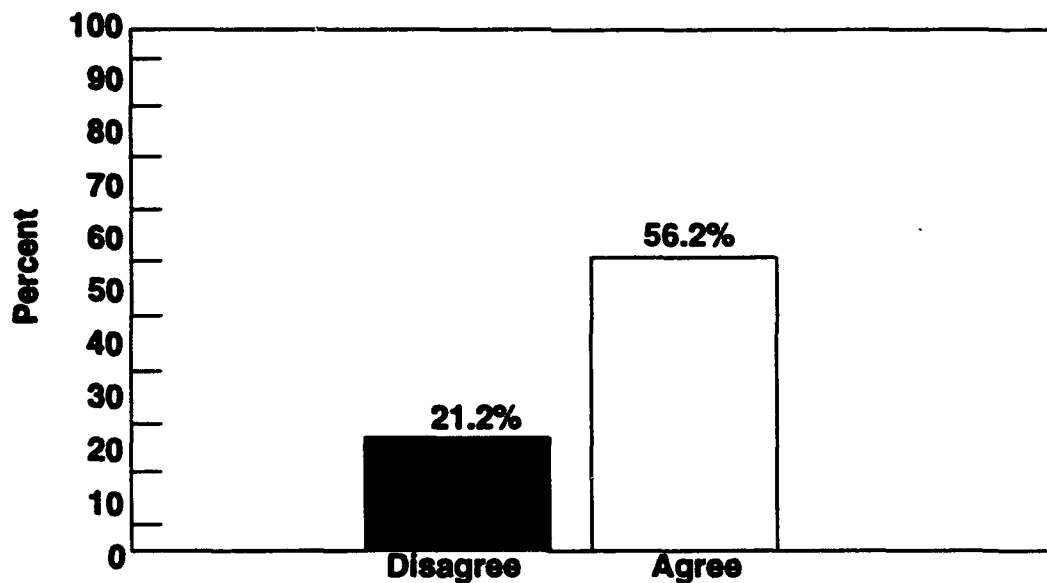


Figure 45. Overall, housing operations that we have observed seem to run smoothly (Q26n) (6,506 valid cases).

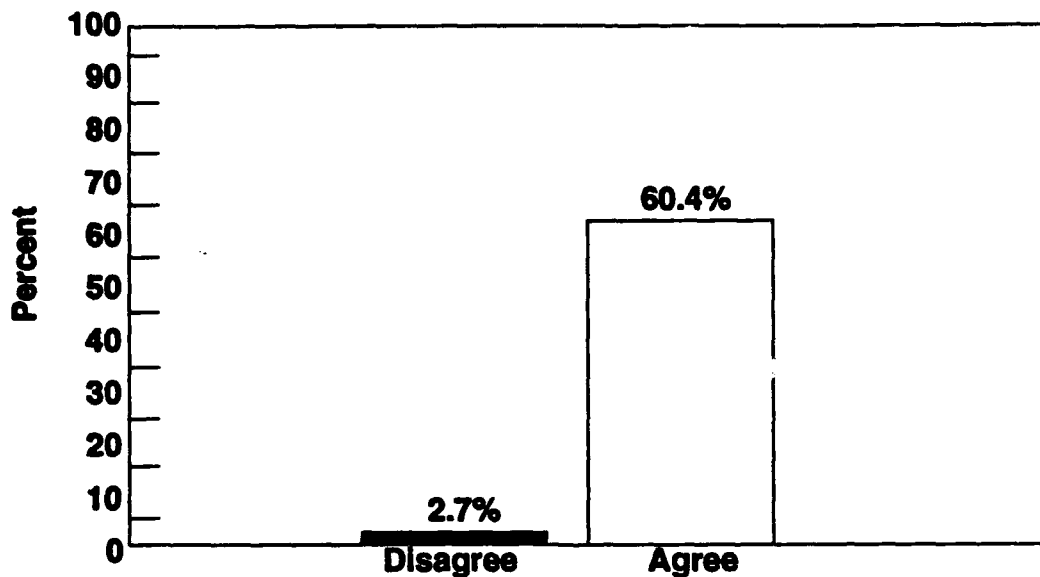


Figure 46. Overall, we feel that the loaner and appliance program is good (Q27i) (6,475 valid cases).

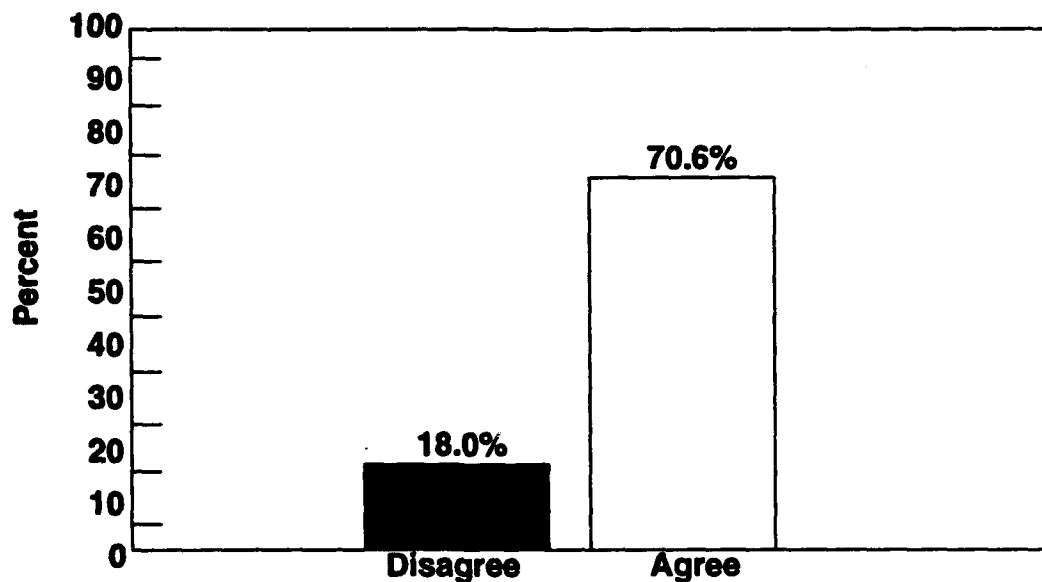


Figure 47. Overall, we are satisfied with MOST features of our housing unit (floor plans, appliances, etc.) (Q28r) (6,524 valid cases).

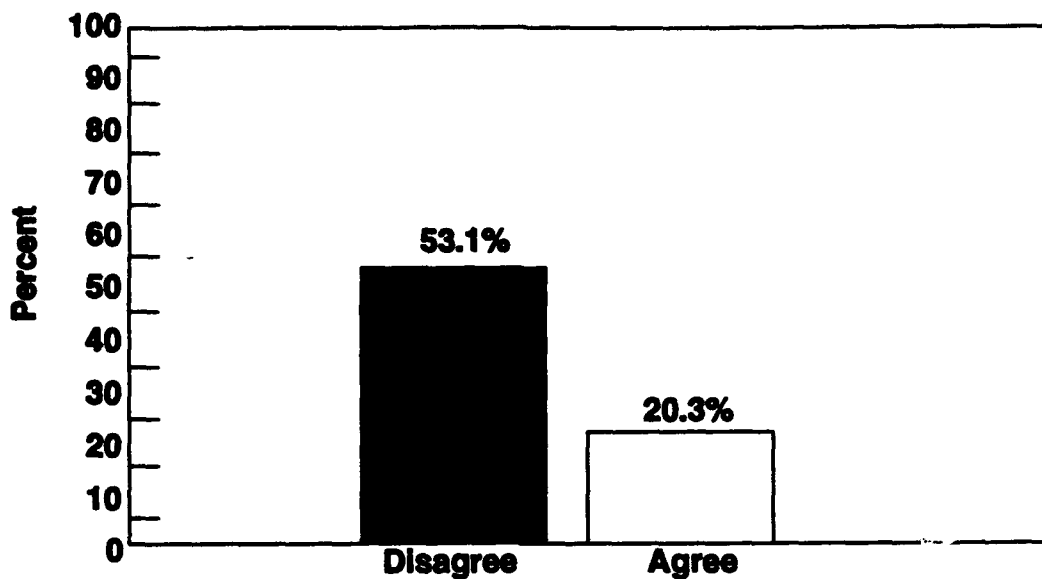


Figure 48. Features and facilities in our area are always being improved (Q28a) (6,527 valid cases).

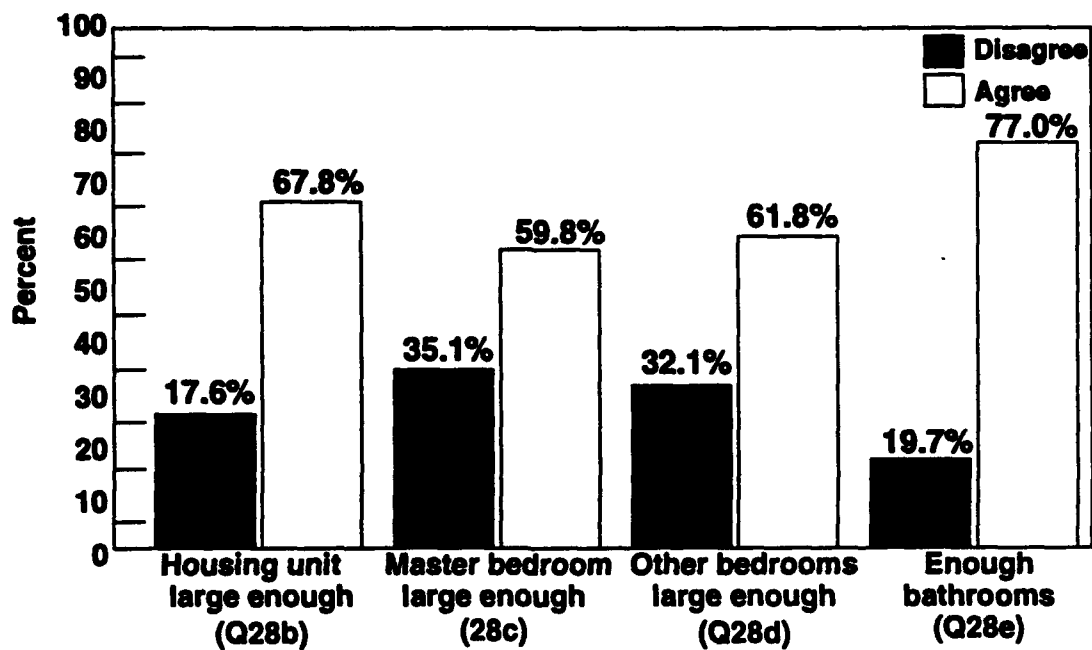


Figure 49. Features and facilities (Q28b—6,547, Q28c—6,547, Q28d—6,542, Q28e—6,539 valid cases).

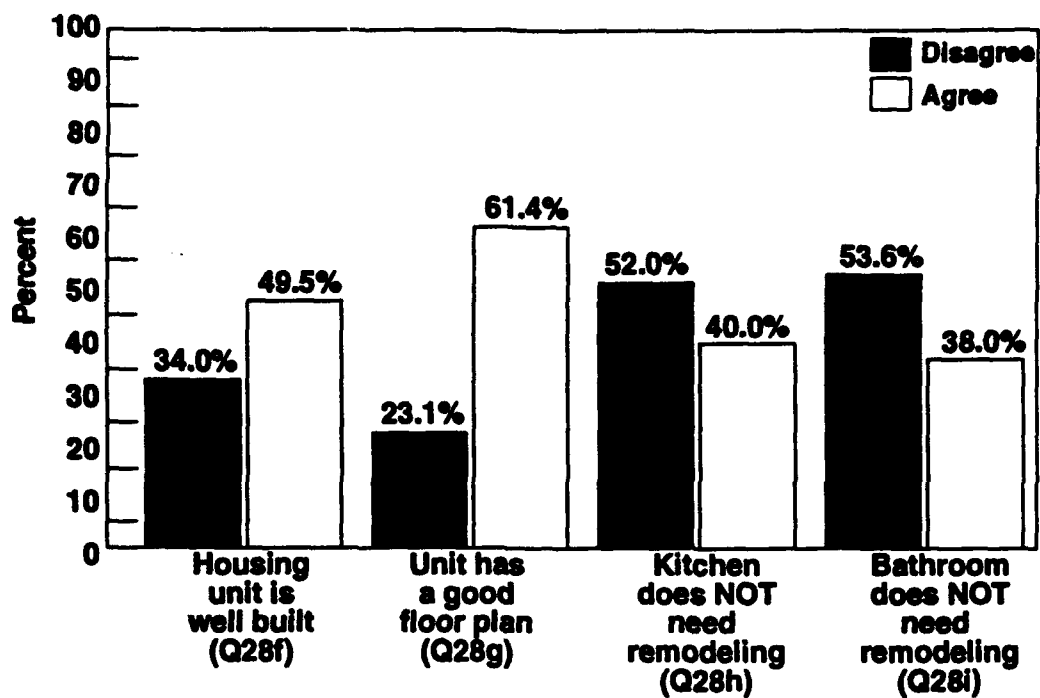


Figure 50. Features and facilities (Q28f—6,531, Q28g—6,519, Q28h—6,523, Q28i—6,537 valid cases).

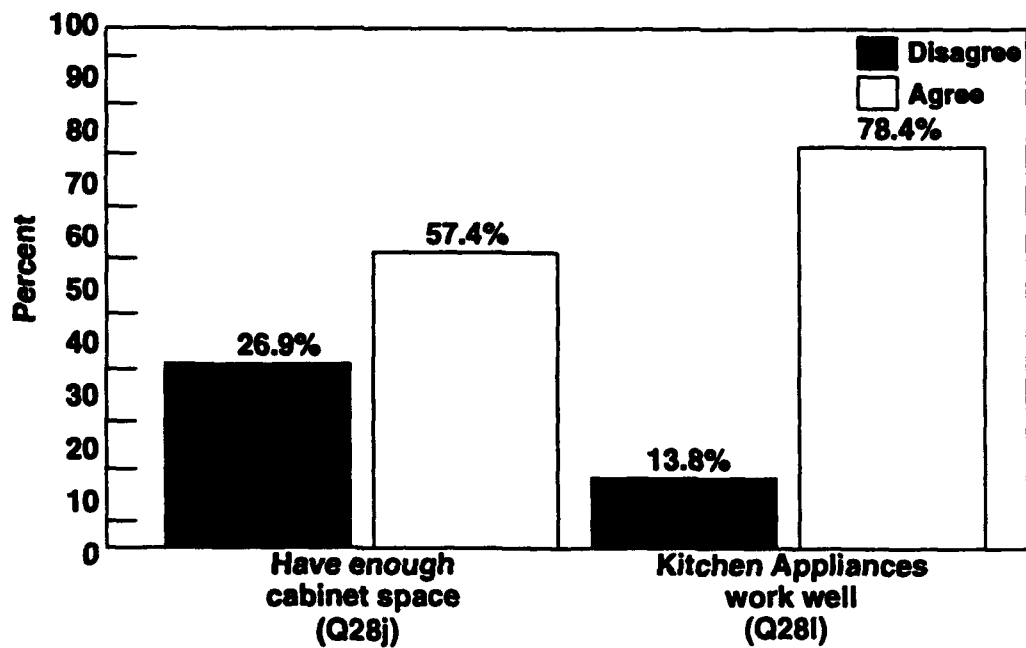


Figure 51. Features and facilities (Q28j—6,537, Q28l—6,532 valid cases).

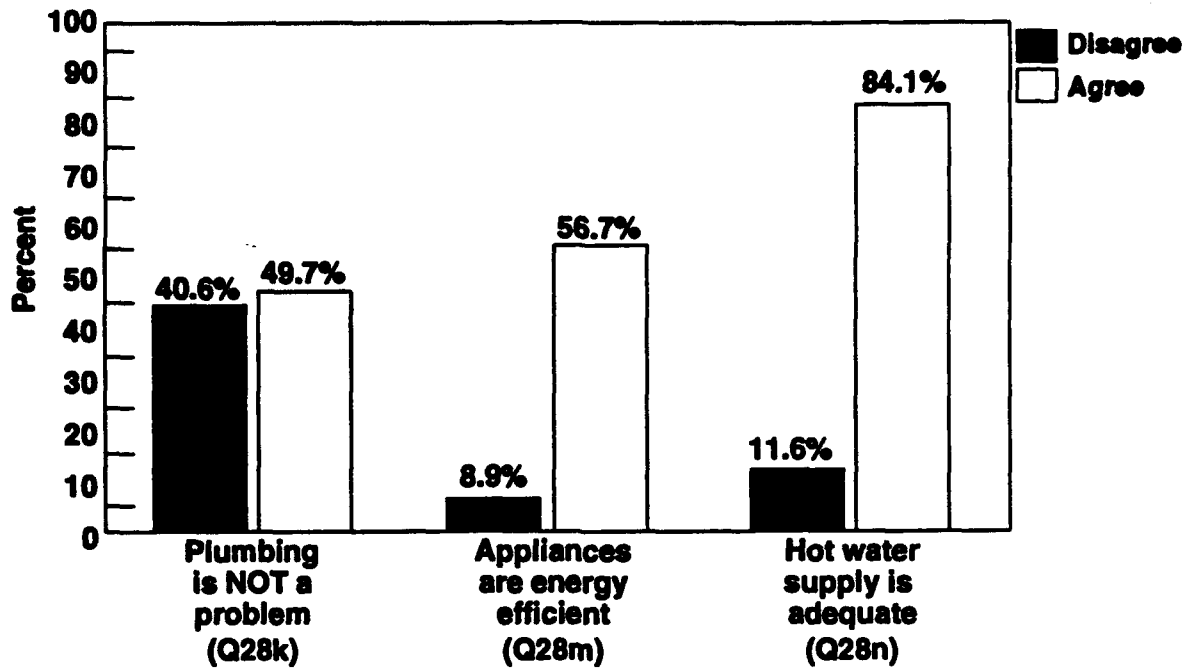


Figure 52. Features and facilities (Q28k—6,522, Q28m—6,535, Q28n—6,506 valid cases).

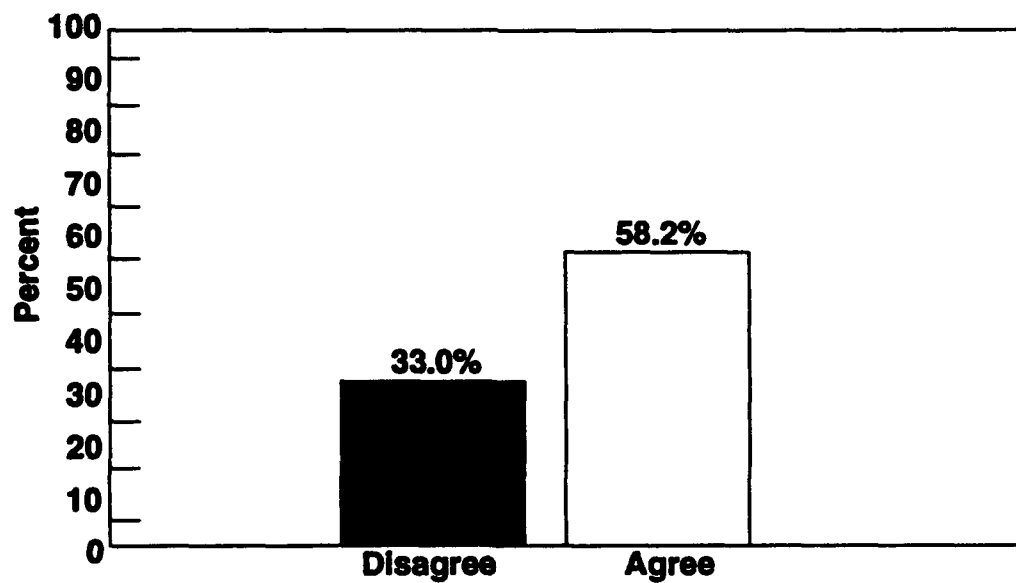


Figure 53. Noise between housing units in our area is NOT a problem (Q28o) (6,528 valid cases).

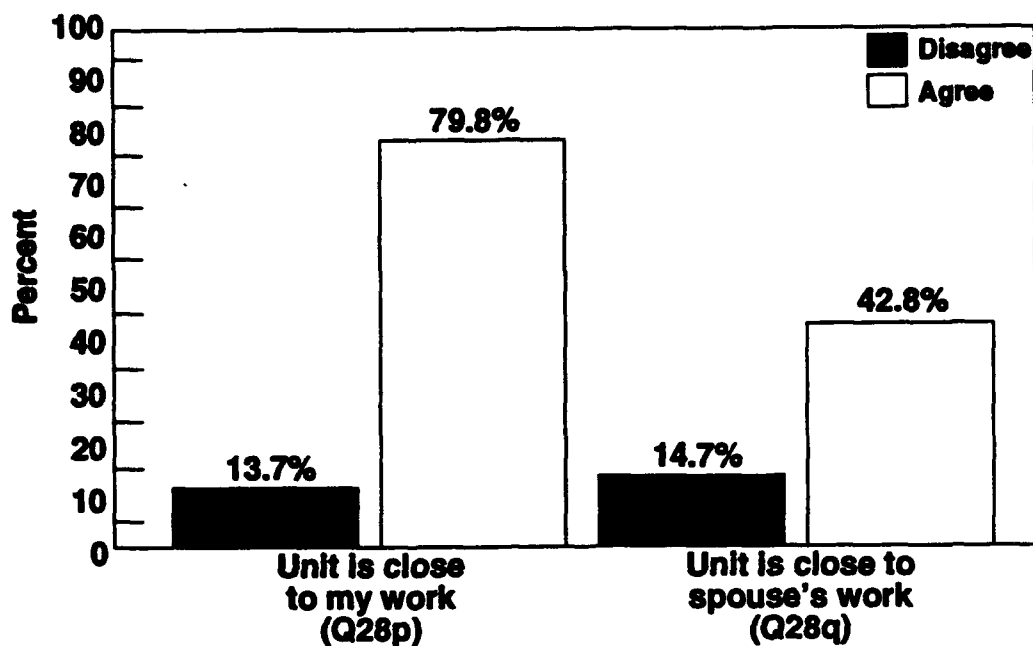


Figure 54. Features and facilities (Q28p—6,523, Q28q—6,468 valid cases).

Figure 55 shows that 48.3% indicated overall satisfaction with the facilities (playgrounds, sidewalks, etc.) in their housing areas. The areas in which dissatisfaction were expressed include the maintenance and inspection of the playgrounds, the number of childcare and family services available, and the number of teenage recreational facilities (Figures 56 and 57). Differences were found by housing areas: One out of three respondents from Hale Moku (38.3%) and Moanalua Terrace (39.7%) indicated that their playgrounds are not far enough from roads. In addition, the following housing areas had higher percentages indicating dissatisfaction than satisfaction with the amount of all-ages recreational facilities available:

Housing Area	Dissatisfaction (%)	Satisfaction (%)
Catlin Park	45.8	27.4
Halsey Terrace	51.4	20.1
Pearl City	74.1	9.9
Iroquois Point	60.3	17.5
Helemano	63.3	21.8

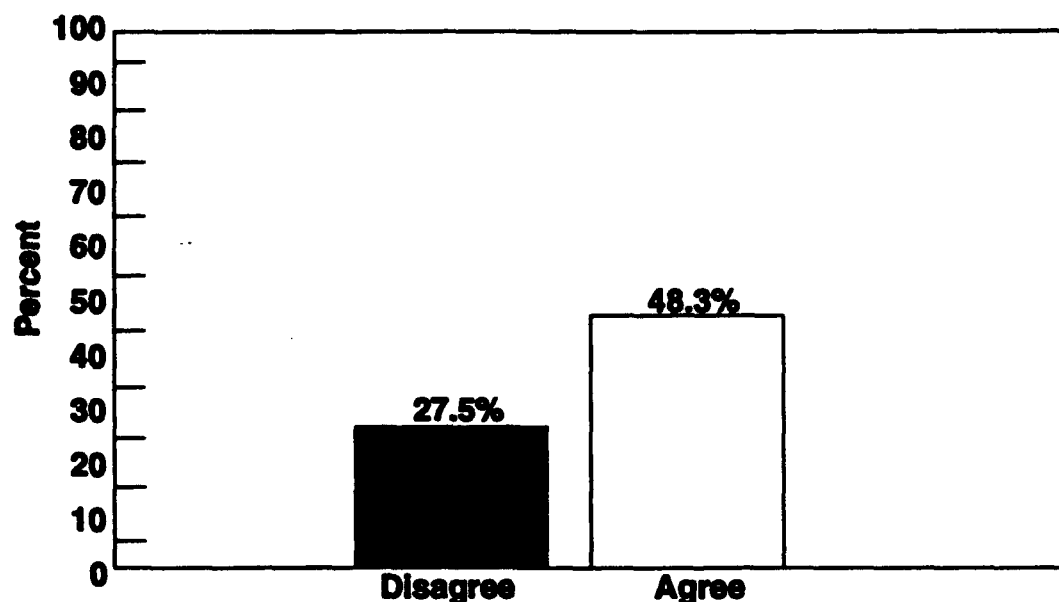


Figure 55. Overall, we are satisfied with the facilities in our housing area (playgrounds, sidewalks, etc.) (Q29I) (6,469 valid cases).

Questions 30 through 33 asked about the mileage and time it takes for respondents and spouses to get to work. Respondents (65.3%) reported their quarters being located four miles or less from their place of duty, whereas 17.6% reported between five to nine miles, and 17.3% reported 10 miles or more (Figure 58). One out of three (33.1%) respondents from Barbers Point and more than half (51.7%) from Camp Smith reported their quarters being located between five to nine miles from their place of duty. And 31.2% from Wheeler Army Air Field reported their quarters being 10 or more miles from their place of duty. With regard to distance from spouse's work, 41.7% reported their quarters being four miles or less from their spouse's work, 21.9% reported five to nine miles, and 36.4% reported 10 miles or more (Figure 59). More than half (51.1%) from Hickam Air Force Base reported their quarters being four miles or less from their spouse's work, whereas 55.6% from Barbers Point reported a distance of 10 or more miles. Figure 60 illustrates that for more than half of the respondents, it takes 10 minutes or less to commute to work. On the other hand, for spouses, 38.3% reported 10 minutes or less in commuting time, whereas 26.8% reported 11-20 minutes, 13.9% reported 21-30 minutes, and 21.2% reported over 30 minutes (Figure 61).

Most respondents (80.8%) (23.9%) stated that transportation from quarters to post or base facilities was not a problem for family members (Figure 62). Figure 63 shows the majority driving themselves to work (70.1%) or for personal business (85.9%). Because of the high percentage of respondents indicating having spouses who are unemployed and the few indicating that they had no spouse, 43.4% chose "not applicable" for answering spouse's usual method of transportation to work. Forty-four percent indicated that their spouses drive themselves to work, and 70.3% indicated that their spouses drive themselves for personal business (Figure 64).

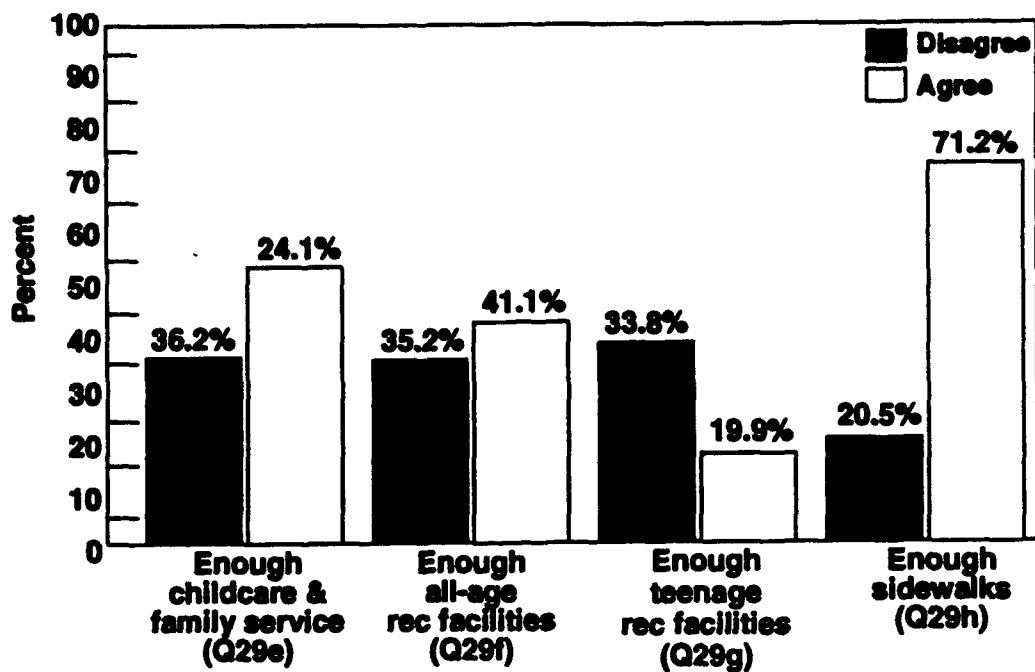


Figure 57. Facilities in your housing area (Q29e—6,468, Q29f—6,476, Q29g—6,464, Q29h—6,456 valid cases).

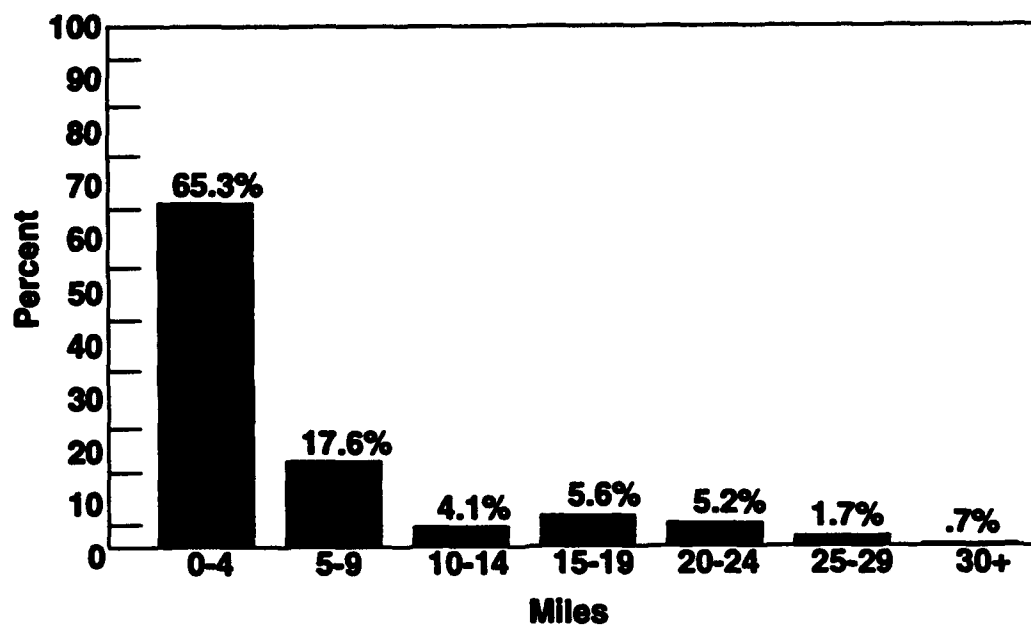


Figure 58. Miles your quarters located from place of duty (Q30) (6,517 valid cases).

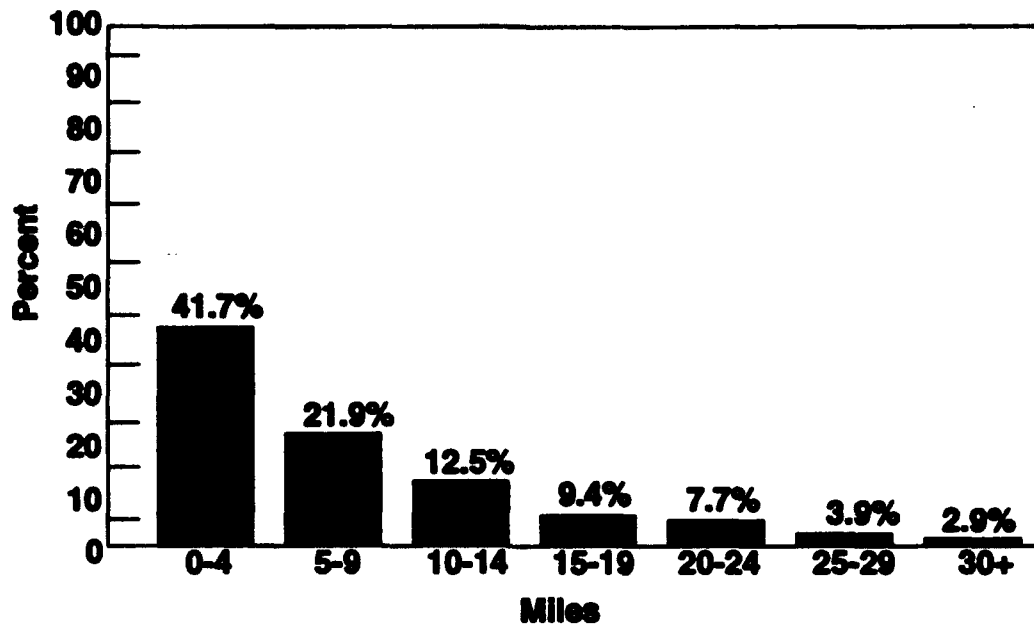


Figure 59. Miles your quarters located from spouse's work (Q31) (3,572 valid cases).

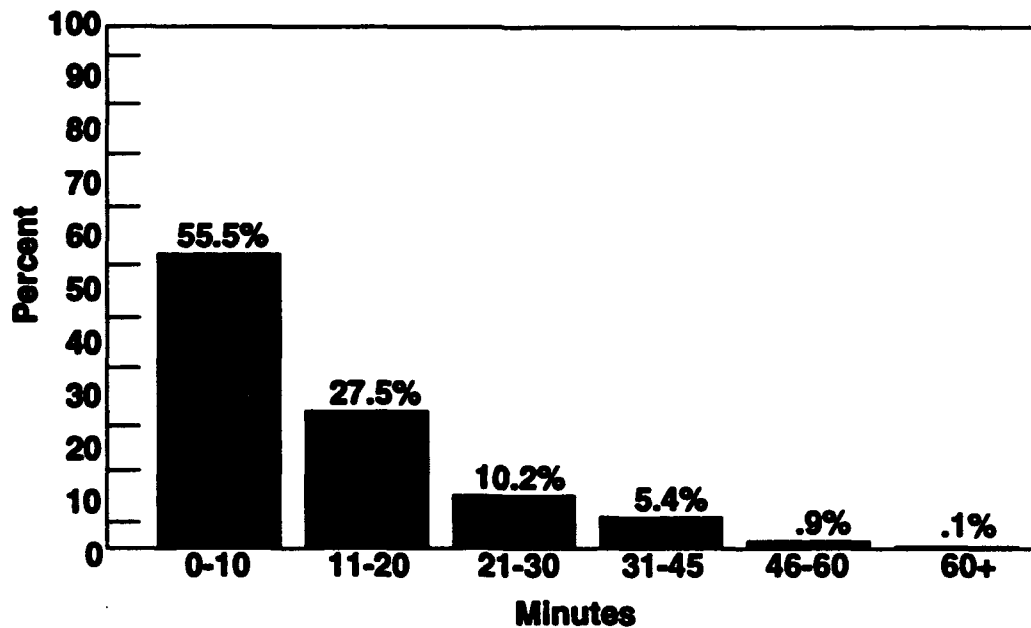


Figure 60. Approximate time to commute from quarters to work (Q32) (6,538 valid cases).

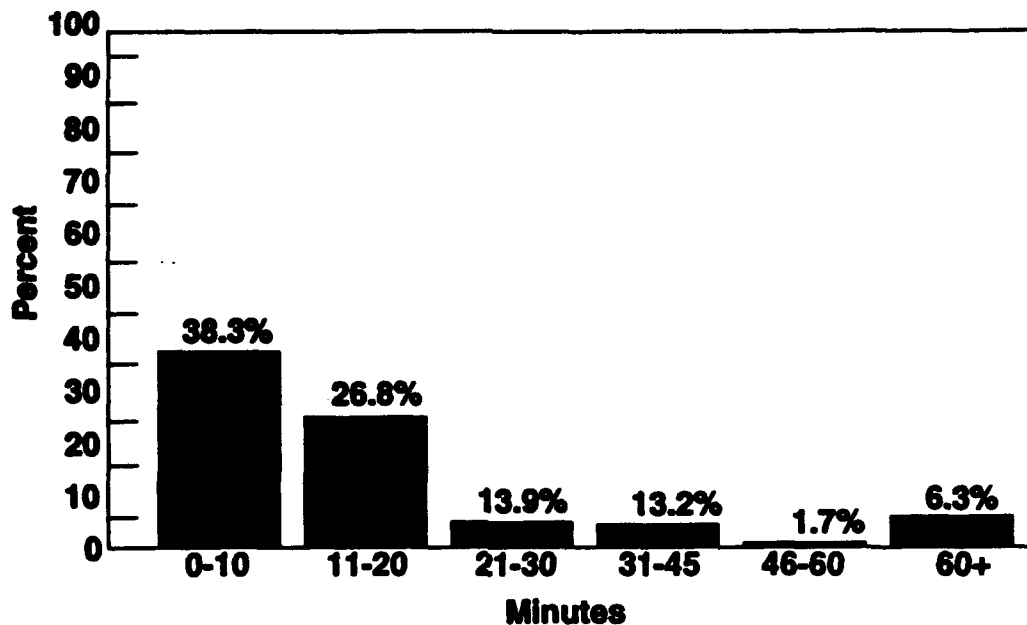


Figure 61. Approximate time for spouse to commute from quarters to work (Q33) (3,558 valid cases).

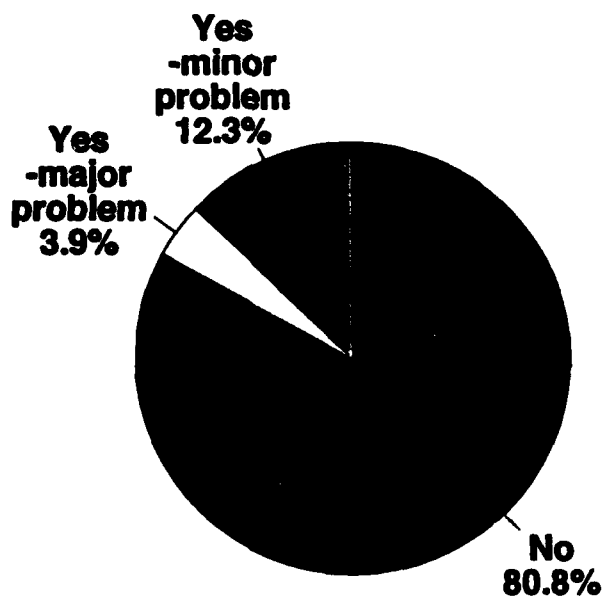
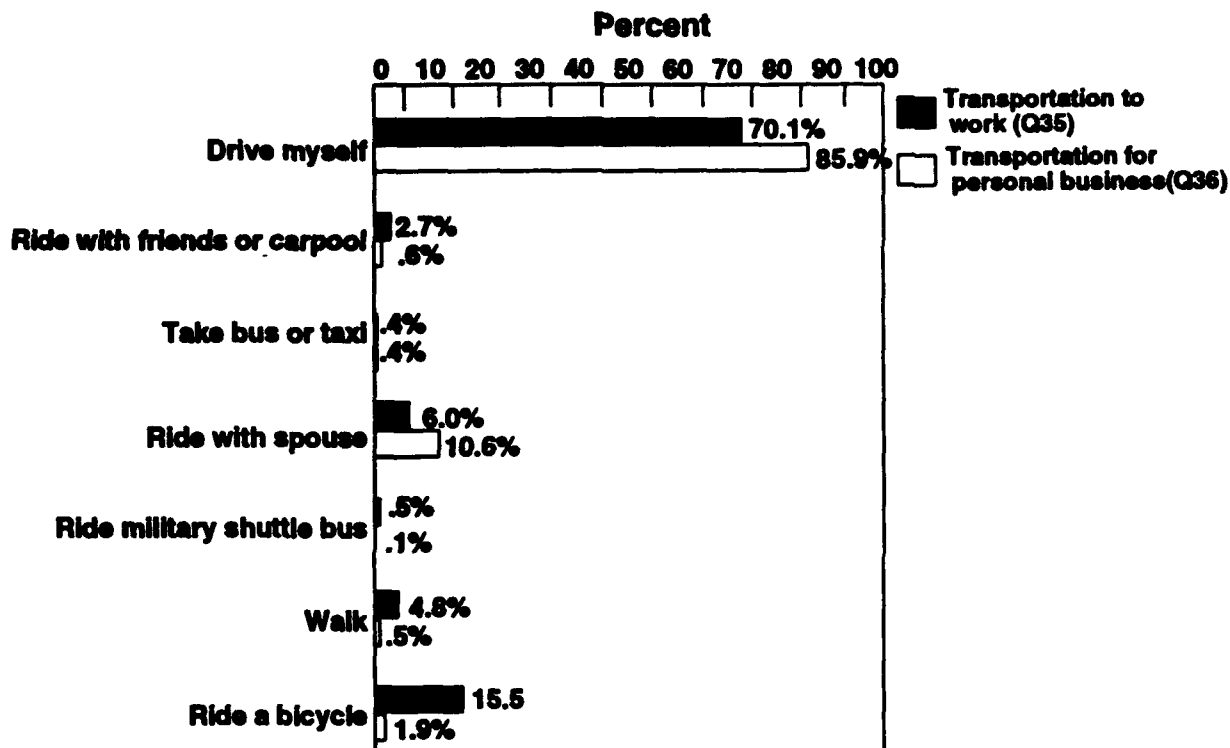


Figure 62. Is transportation a problem for family members? (Q34) (6,549 valid cases).



**Figure 63. Describe your usual transportation arrangements
(Q35—6,483, Q36—6,538 valid cases).**

Questions 39a through 39r dealt with maintenance and repair. Approximately half of the respondents expressed overall satisfaction with the maintenance and repair in their unit and housing area. Areas of dissatisfaction include regular preventive maintenance of housing units, the exterior paint, rain gutters being kept clean, and pest control (Figures 65 to 68). Differences by groups were found on some of these items:

Q39C: Housing units get regular preventive maintenance.

Iroquois Point housing area (75.2%) had the highest percentage of respondents indicating dissatisfaction with the regular preventive maintenance on their housing units, Halsey Terrace (69.7%) had the second highest, and Schofield Barracks (63.1%) the third highest.

Q39D: The exterior paint of our housing unit is in good shape.

Overall dissatisfaction was expressed about the condition of the exterior paint of housing units, with the exception of the Heleman housing area which had the lowest percentage of dissatisfaction (10.3%) and the highest percentage of satisfaction (74.7%) compared to other housing areas.

Navy respondents (65.3%) were the most dissatisfied with the condition of exterior paint of their housing unit, Army respondents were second (51.7%), Air Force third (41.4%), and Marine Corps fourth (30.6%). The Coast Guard was not used in this analysis because of the low number of respondents.

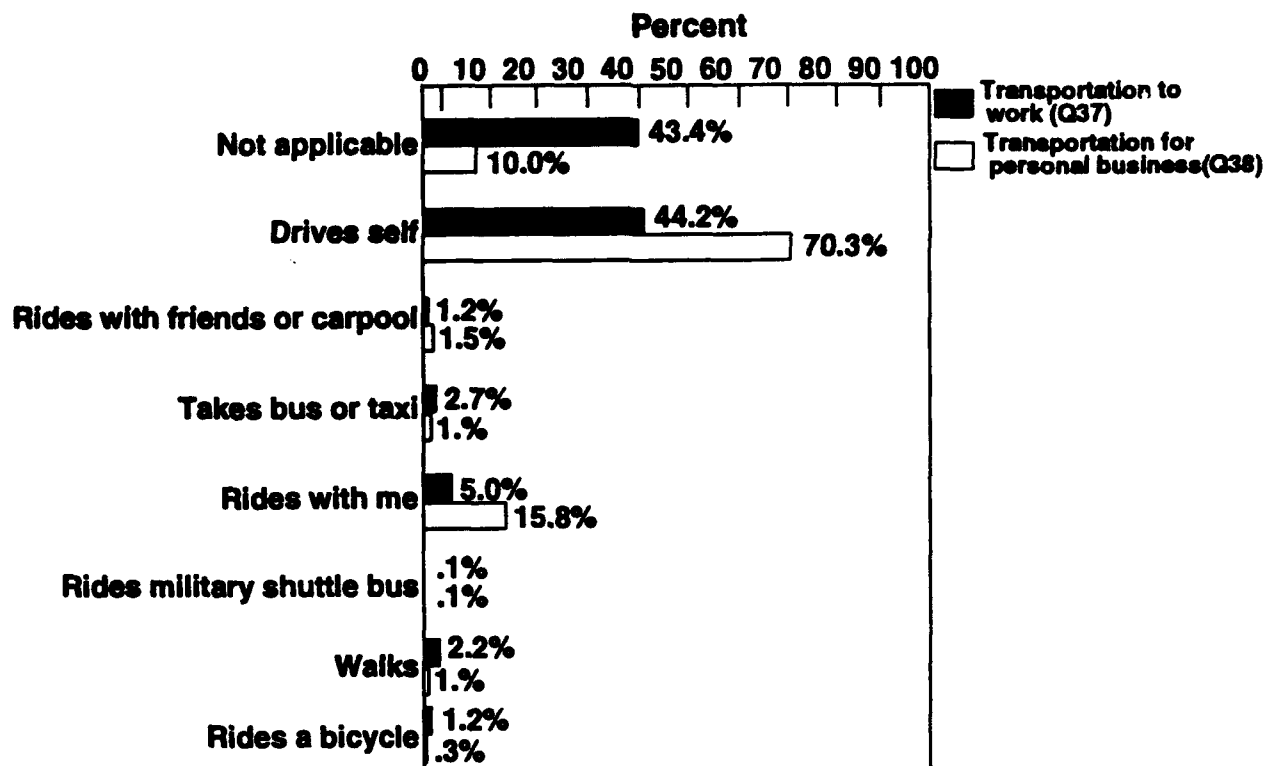


Figure 64. Describe your spouse's usual transportation arrangements (Q37—6,532, Q38—6,521 valid cases).

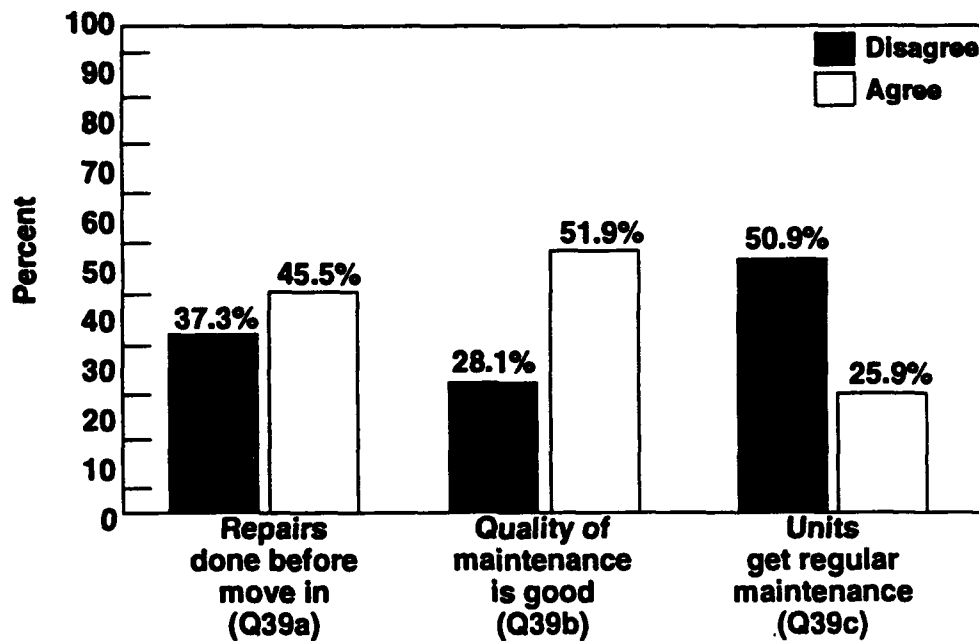


Figure 65. Maintenance and Repair (Q39a—6,551, Q39b—6,542, Q39c—6,537 valid cases).

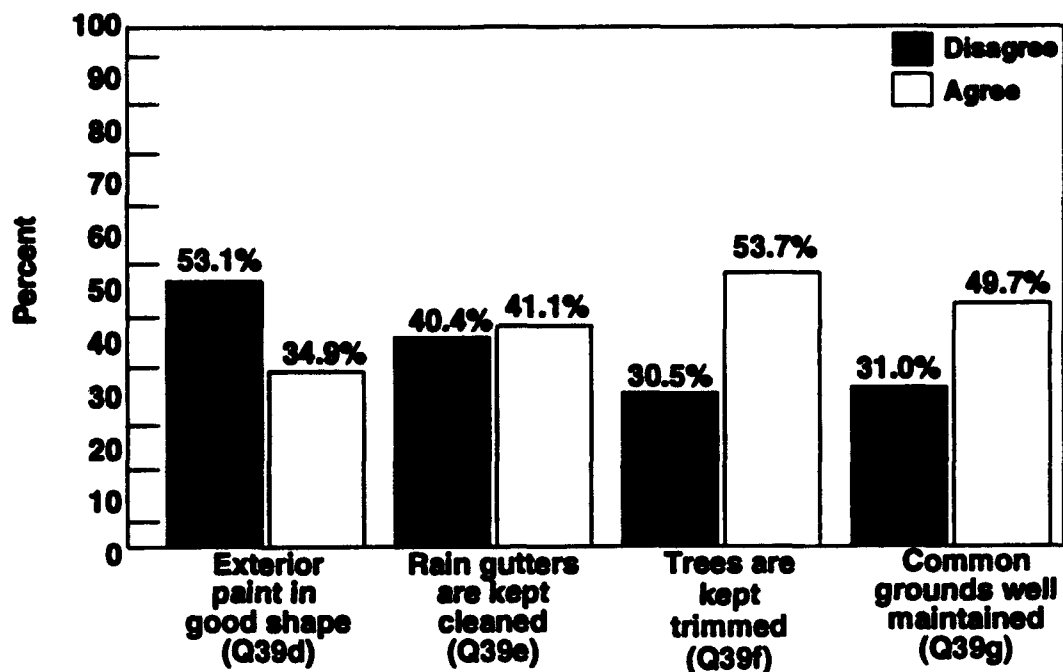


Figure 66. Maintenance and repair (Q39d—6,529, Q39e—6,525, Q39f—6,532, Q39g—6,523 valid cases).

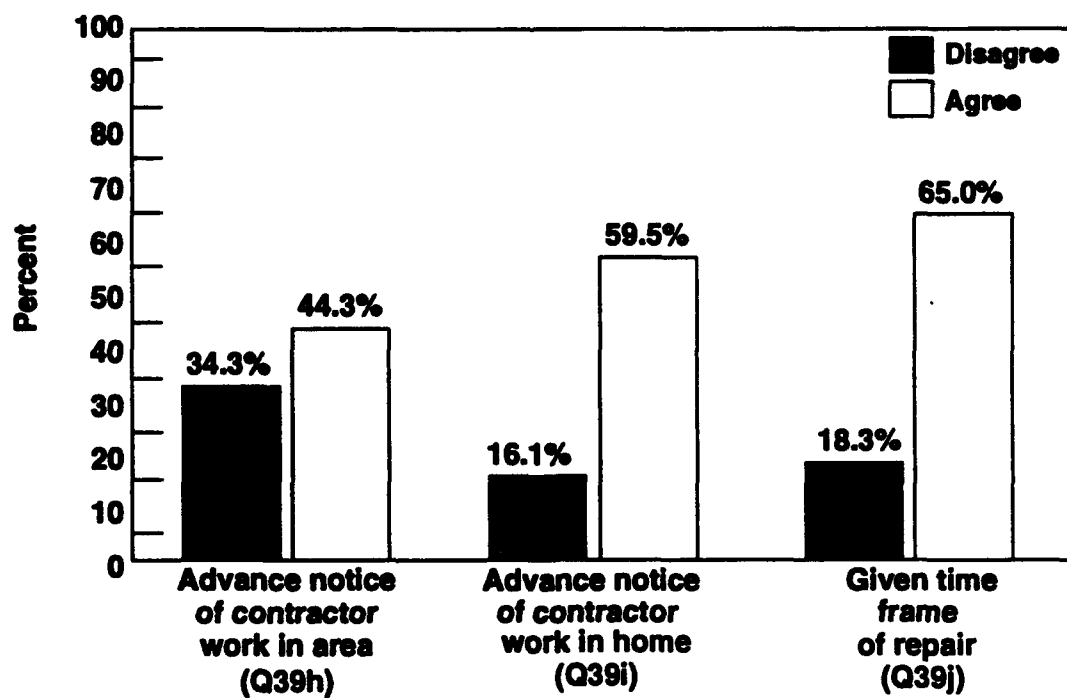


Figure 67. Maintenance and repair (Q39h—6,533, Q39i—6,527, Q39j—6,526 valid cases).

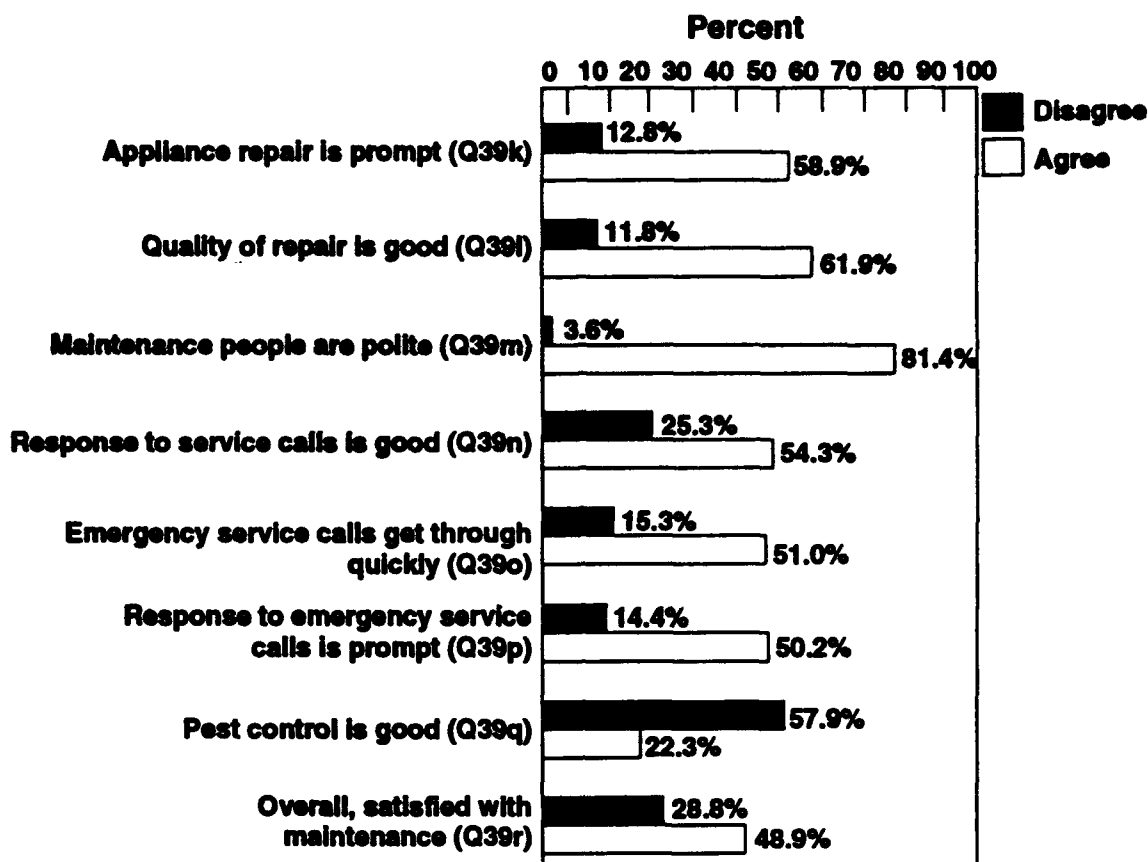


Figure 68. Maintenance and repair (Q39k—6,533, Q29l—6,533, Q39m—6,535, Q39n—6,528, Q39o—6,533, Q39p—6,523, Q39q—6,528, Q39r—6,534 valid cases).

Q39H: We are told in advance of contractor work in our area.

Approximately half of the respondents from Hale Moku (47.3%), Moanalua Terrace (53.7%), and Wheeler Army Air Field (49.7%) indicated they were not told in advance of contractor work in their areas.

More than half of the respondents indicated overall satisfaction with security and safety in their residence and housing area. However, 48% felt that their housing area did not have regular fire inspections (Figure 69). Differences were found by housing areas for the following items:

Q40A: There are enough patrols in our housing area.

Respondents from Pearl City Peninsula (46.3%), Schofield Barracks (43.6%), and Wheeler Army Airfield (42.2%) indicated there were not enough patrols in their housing areas.

Q40C: We feel that our housing unit is secure.

More than half of those from Halsey Terrace (50.6%), Moanalua Terrace (60.2%), and Pearl City Peninsula (50.9%) indicated that they felt their housing area was not secure.

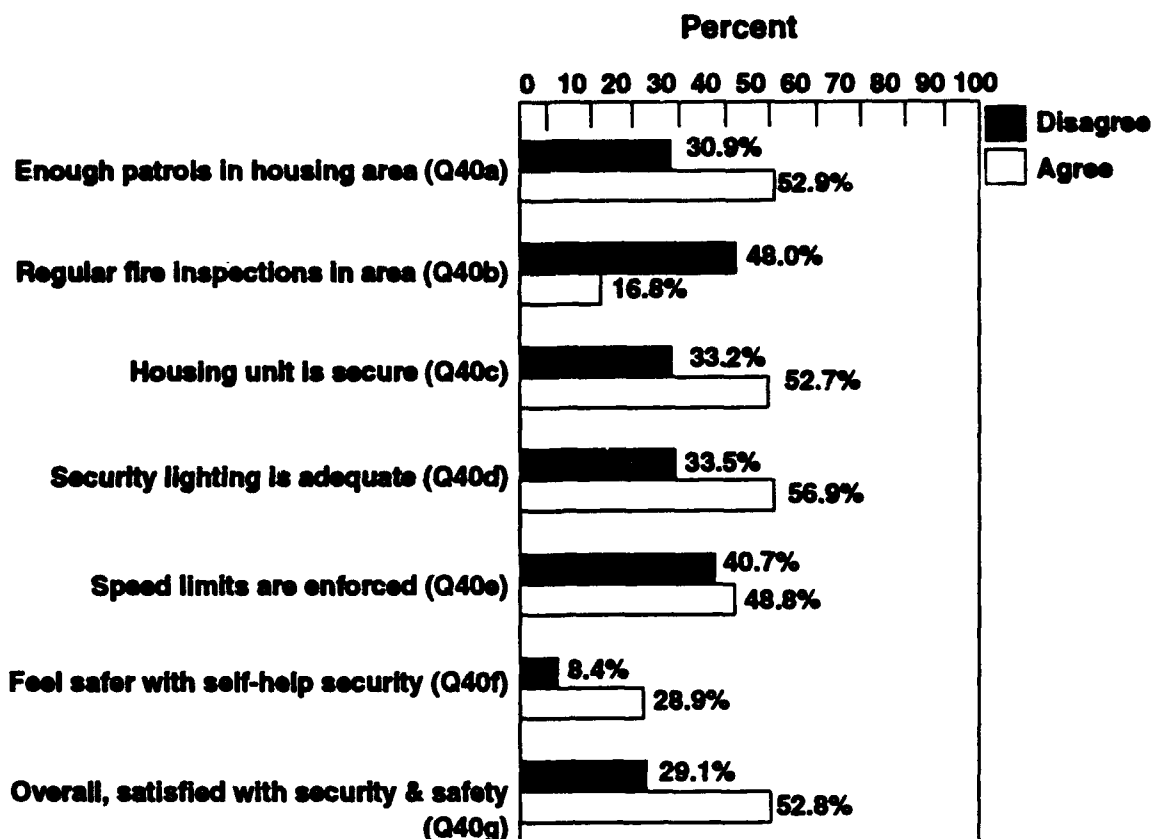


Figure 69. Security and safety (Q40a—6,520, Q40b—6,514, Q40c—6,519, Q40d—6,504, Q40e—6,502, Q40f—6,495, Q40g—6,489 valid cases).

Q40D: Exterior security lighting is adequate.

Respondents (54.3%) from Wheeler Army Airfield indicated dissatisfaction with the exterior security lighting in their housing area.

Q40G: Overall, we are satisfied with security and safety in our residence and housing area.

Of those who indicated overall satisfaction with the security and safety in their residence and housing area, Heleman (79.6%) and Iroquois Point (74.4%) had the highest percentages of respondents indicating satisfaction. On the other hand, approximately 40% of the respondents from Halsey Terrace (41.2%), Moanalua Terrace (49.2%), Pearl City Peninsula (47.2%), and Schofield Barracks (41.6%) indicated overall dissatisfaction with security and safety.

Figure 70 illustrates that 56.8% indicated they were not informed about government-funded storage of excess personal furniture. In addition, 43.1% indicated that they did not receive a copy of "The Military Family Preview" through their sponsors. Figure 71 shows that approximately one out of three respondents felt overall communication between the housing office and housing residents was good. A substantial percentage of respondents indicated not using the housing hotline service or the Army/Navy/Air Force Times to obtain housing information.

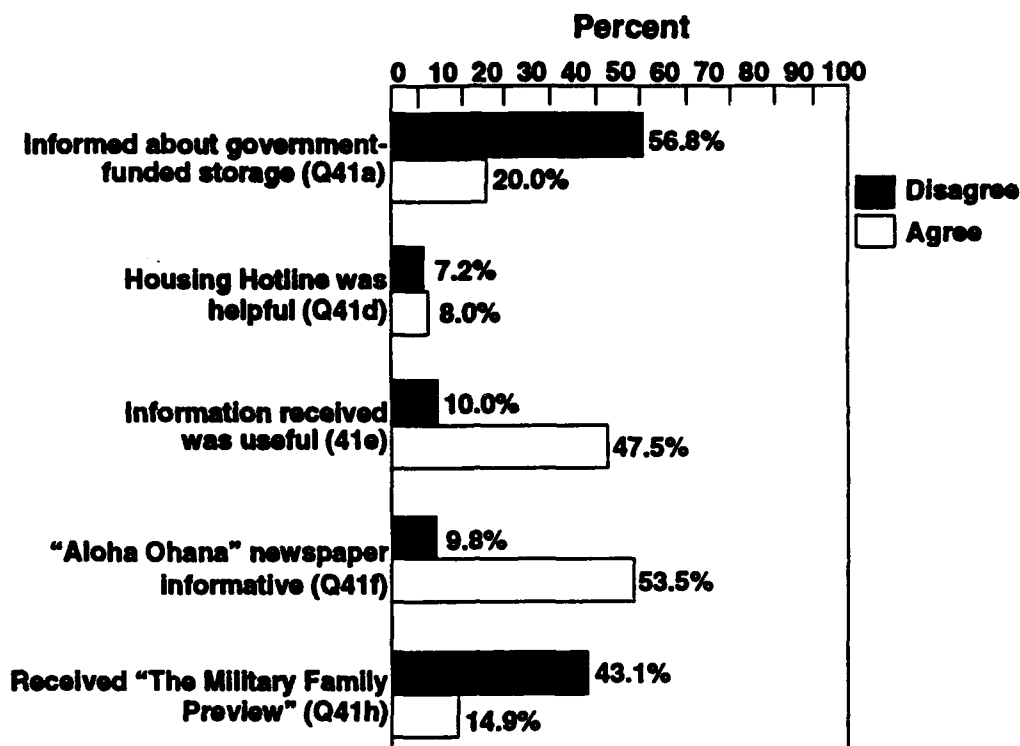


Figure 70. Communication (Q41a—6,484, Q41d—6,461, Q41e—6,450, Q41f—6,460, Q41h—6,434 valid cases).

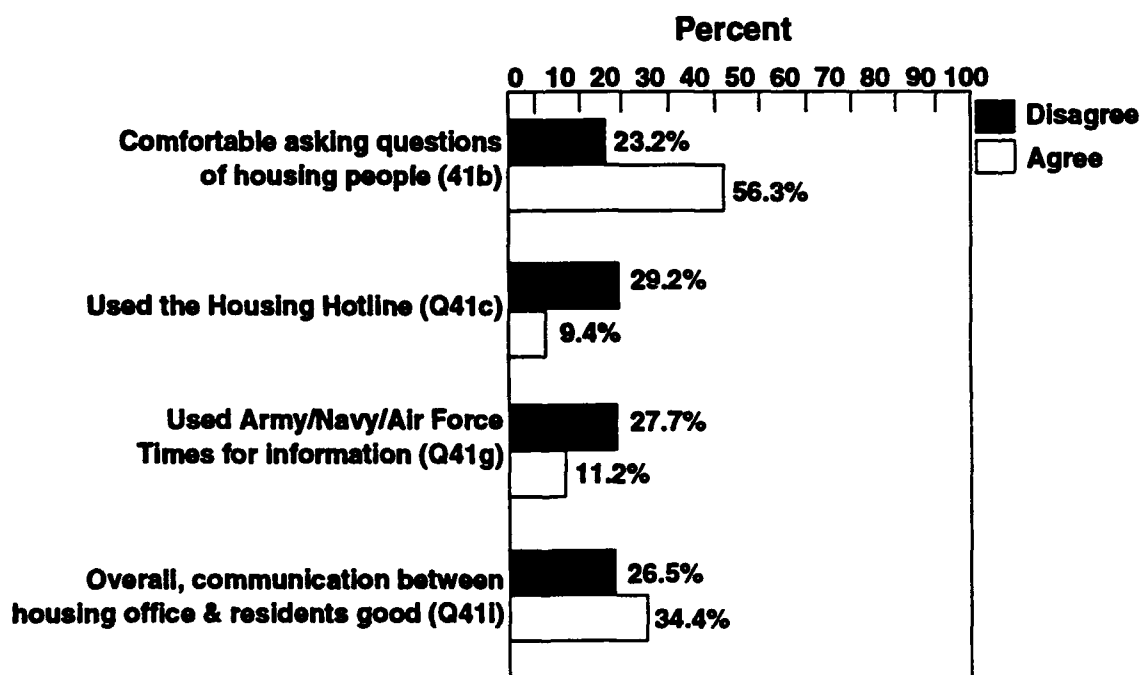
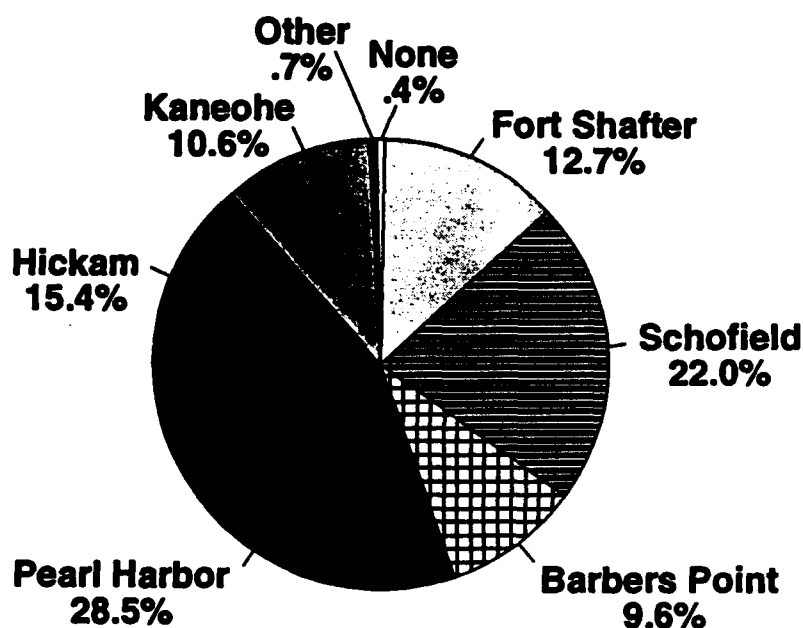


Figure 71. Communication (Q41b—6,487, Q41c—6,476, Q41g—6,452, Q41i—6,463 valid cases).

Question 42 asked respondents which housing office they processed through. Figure 72 shows the breakdown by housing office: 28.5% processed through Pearl Harbor, 22% through Schofield, 15.4% through Hickam, 12.7% through Fort Shafter, and 10.6% through Kaneohe. Breakdown of question 42 by paygrades indicates:

- 25.8% of the E-1 through E-5s processed through Schofield and 24.6% processed through Pearl Harbor.
- 31.2% of the E-6 through E-9s processed through Pearl Harbor.
- 48.7% of the Warrant Officers processed through Schofield.
- 28.0% of the O-1E through O-4s processed through Pearl Harbor.
- 35.8% of the O-5 through O-10s processed through Pearl Harbor.



**Figure 72. Through which housing office did you process?
(Q42) (6,432 valid cases).**

Questions 43a through 43f addressed various services provided by the housing offices. Results are as follows:

Q43A: Help with understanding the local housing market.

Figure 73 shows 29.9% did not use this service, whereas 38.5% found it helpful (29.6% somewhat helpful, 8.9% very helpful), and 14.8% did not know the service was available.

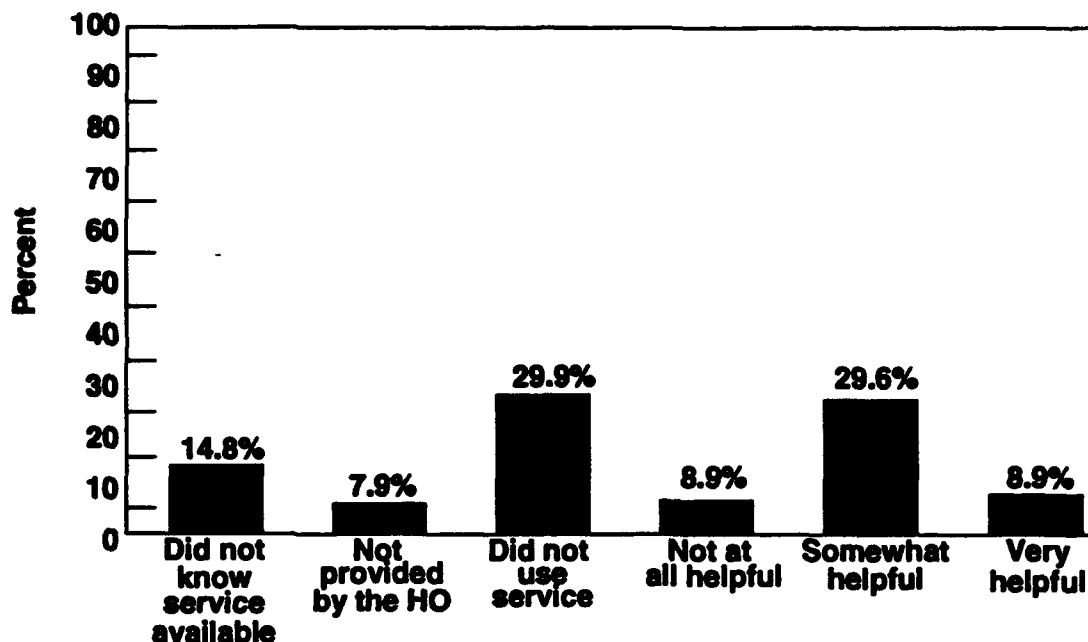


Figure 73. Help with understanding the local housing market (Q43a) (6,447 valid cases).

Q43B: Transportation to look at housing units.

41.5% reported not using the service, 29.8% did not know service was available, and 13.9% indicated service was not provided by their housing office. Of those who used the service, 7.1% felt it was not at all helpful, whereas 7.8% found it helpful (Figure 74).

Q43C: Dealing with the landlord.

Q43D: Reviewing the lease.

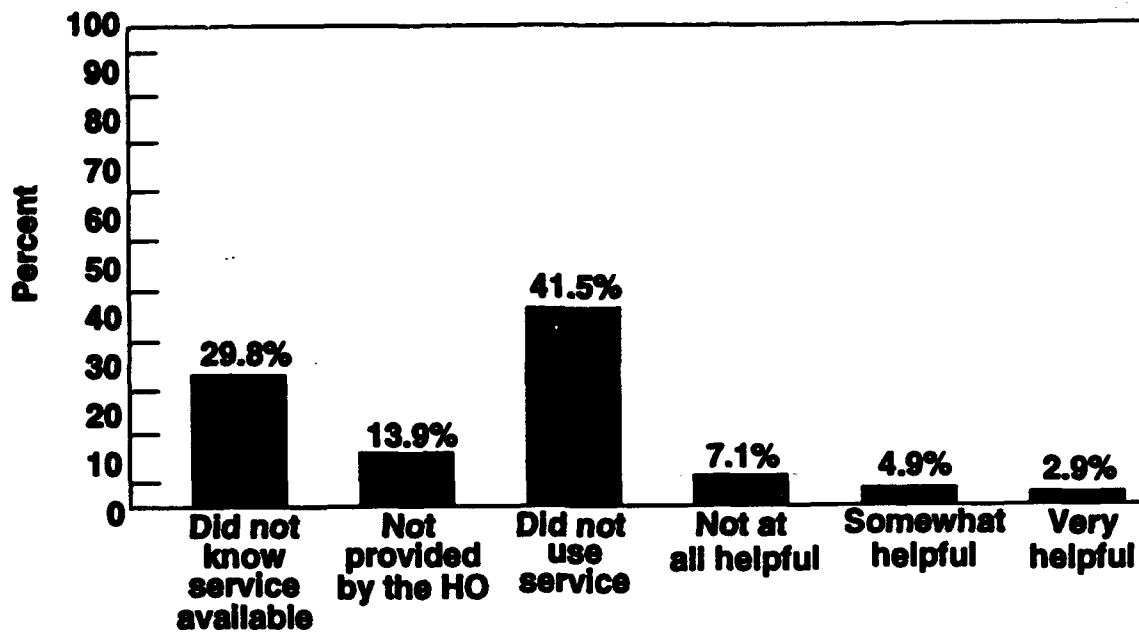
More than half of the respondents indicated not using either of these services and approximately 22% stated they did not know these services were available (Figure 75 & 76).

Q43E: Help with utility companies.

Less than half (44.4%) of the respondents reported not using this service, whereas 20.2% reported not knowing such service was available. Of those who utilized this service 21.1% felt it was helpful (14.6% somewhat helpful; 6.5% very helpful) and 6.9% felt it was not at all helpful (Figure 77).

Q43F: Overall help finding housing.

Nearly a third (30.8%) of the respondents indicated not using this service. For those who did use it, 12.6% reported it being not at all helpful, whereas 39.7% reported it being helpful (29.4% somewhat helpful, 10.3% very helpful) (Figure 78).



**Figure 74. Transportation to look at housing units (Q43b)
(6,426 valid cases).**

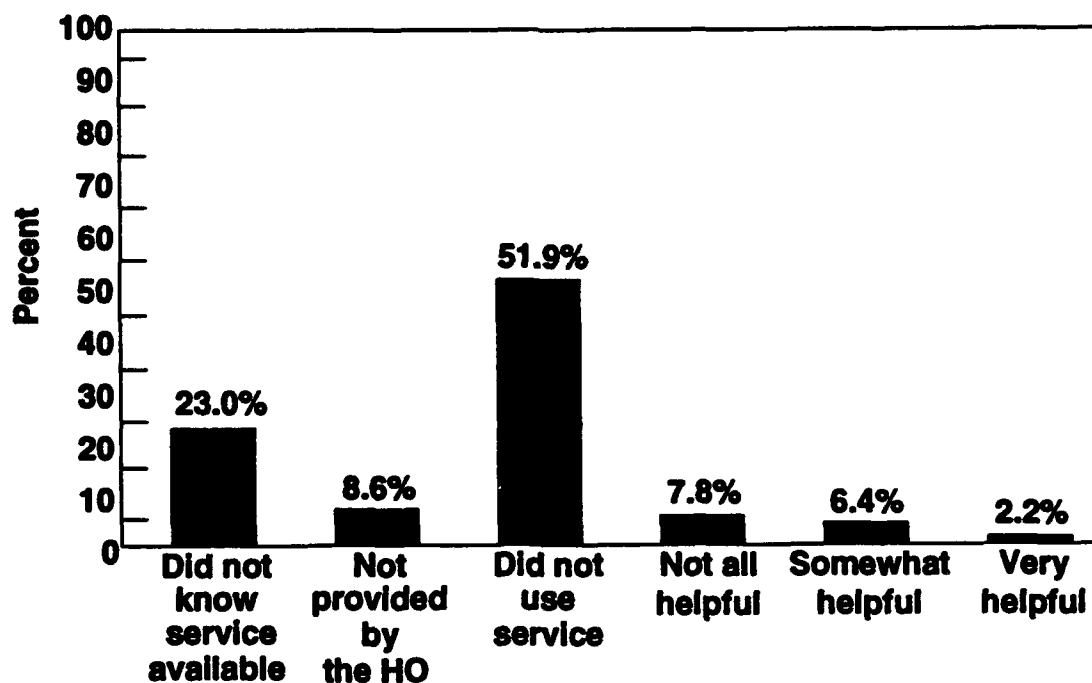


Figure 75. Dealing with the landlord (Q43c) (6,361 valid cases).

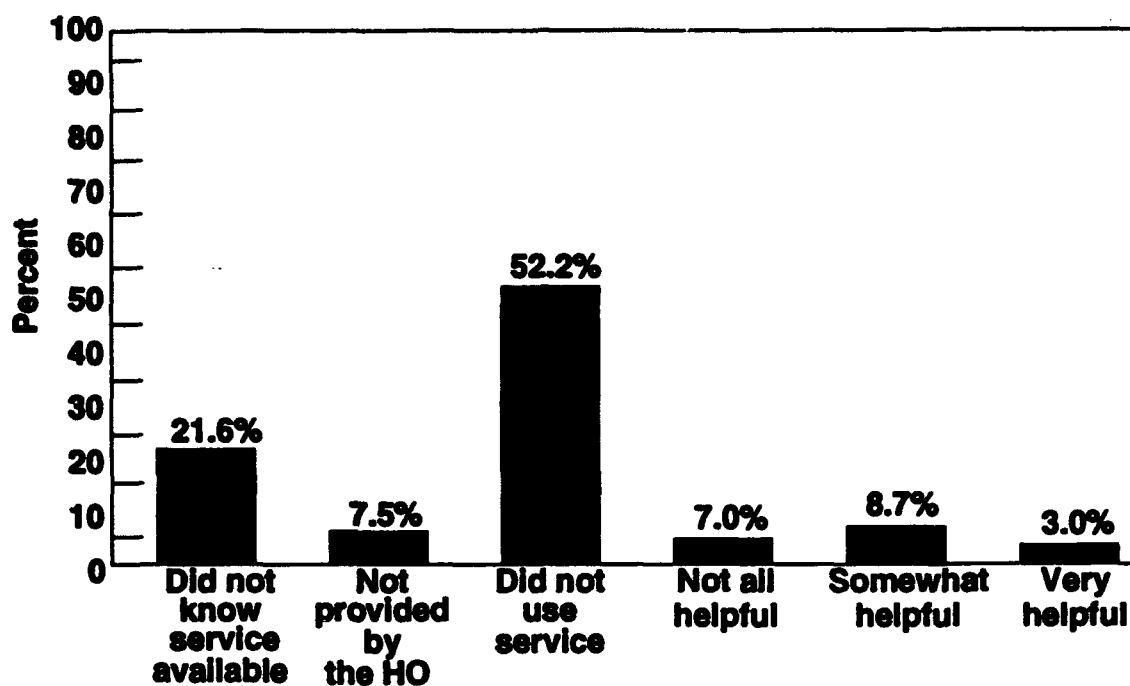


Figure 76. Reviewing the lease (Q43d) (6,370 valid cases).

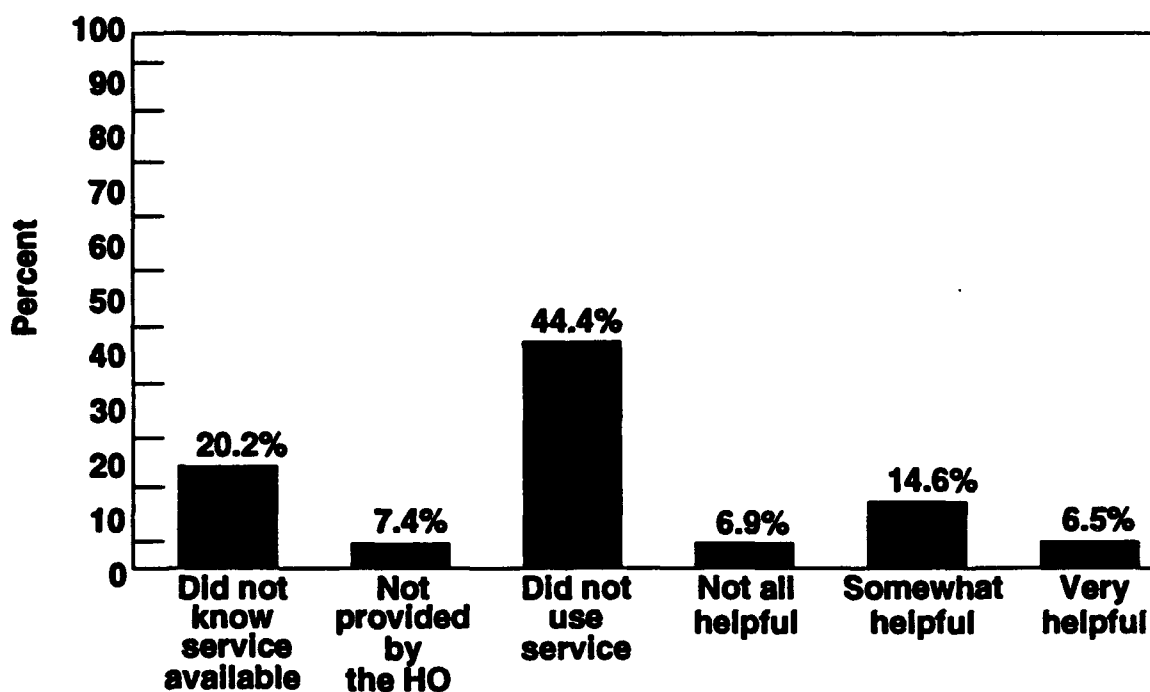


Figure 77. Help with the utility companies (Q43e) (6,410 valid cases).

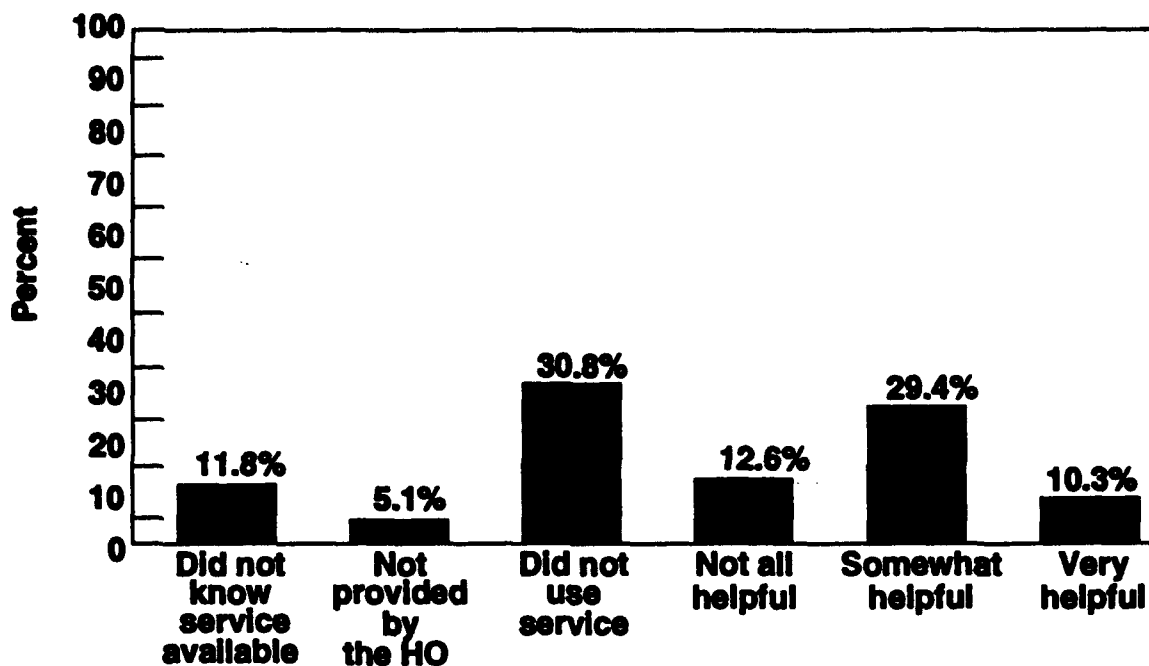


Figure 78. Overall help finding housing (Q43f) (6,421 valid cases).

Figures 79 and 80 illustrate satisfaction with various aspects of civilian housing units on the housing office list. The areas in which respondents indicated dissatisfaction include the range of rental costs, quality of the units, cleanliness and outside appearance of the units, and security in the neighborhoods.

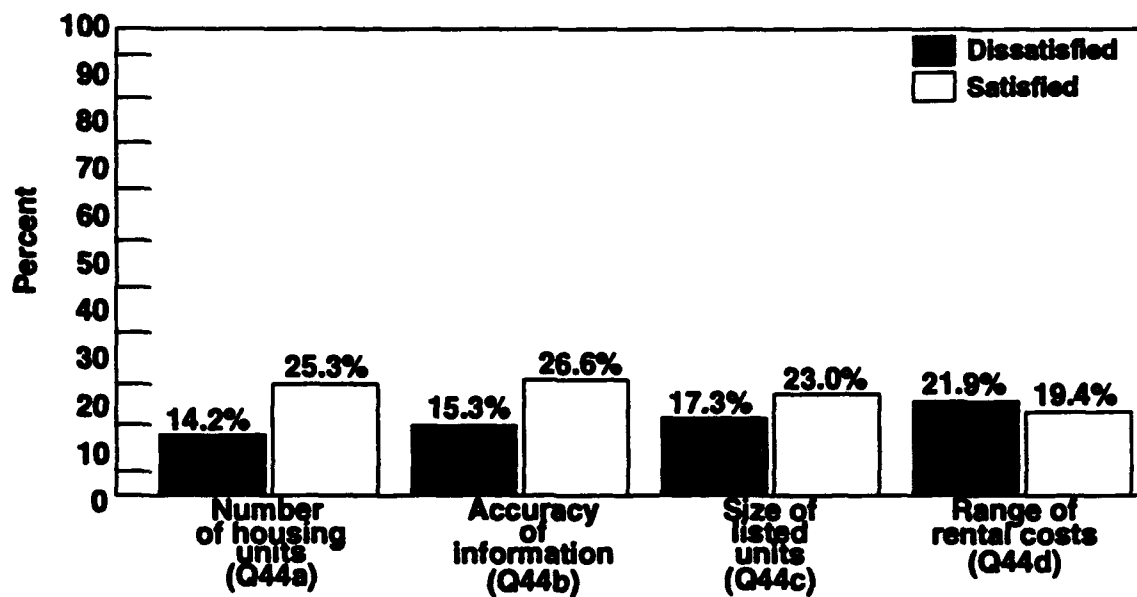


Figure 79. How satisfied are you with the civilian housing units on the housing office list? (Q44a—6,532, Q44b—6,303, Q44c—6,279, Q44d—6,364 valid cases).

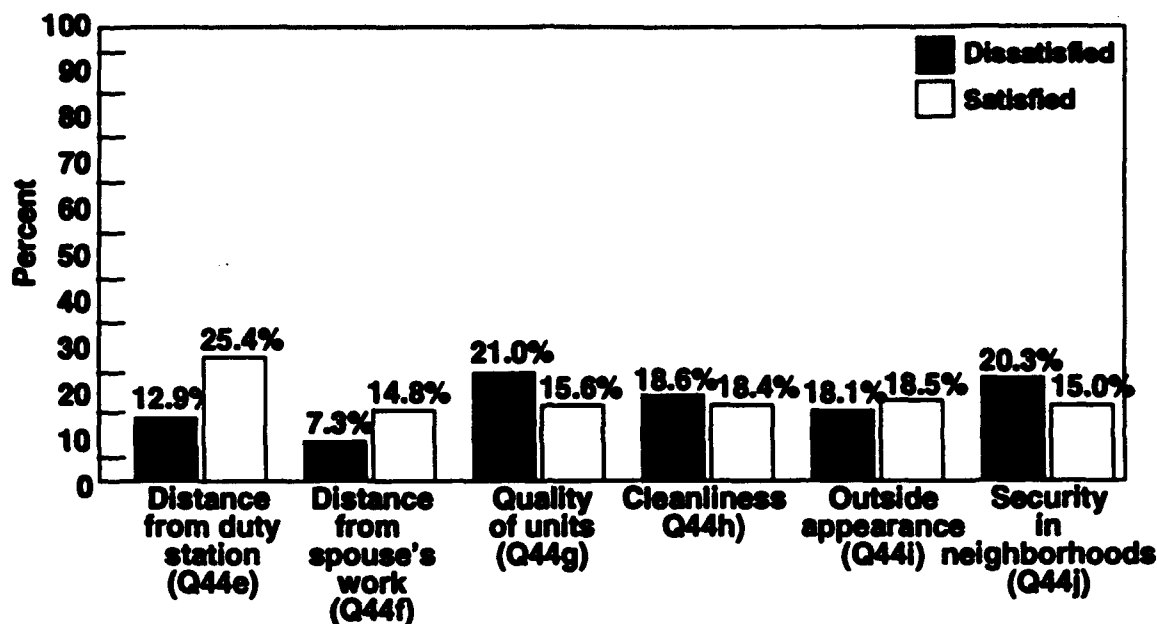


Figure 80. How satisfied are you with the civilian housing units on the housing office lists? (Q44e—6,297, Q44f—6,296, Q44g—6,285, Q44h—6,285, Q44i—6,270, Q44j—6,275 valid cases).

Respondents (38.6%) reported using their own cars as a source of transportation when looking for housing, whereas 9.8% rented a car, and 2.9% indicated that friends/family members provided transportation. For 44.5% of the respondents, this question did not apply (Figure 81). These percentages reflect those in Figure 82 which illustrates that for 12.8% of the respondents looking for housing was a major problem without having their own transportation, while for 75.3% this item did not apply. Looking for civilian housing without one's own car was more of a problem for the E-1 through E-5 paygrade group (18% reported it being a major problem, 9.9% a minor one).

As for temporary lodging allowance (TLA), as seen in Figure 83, approximately half of the respondents indicated having receive TLA for 1 to 4 weeks upon arrival in Hawaii, whereas 18.3% of the sample reported not having been on TLA. One out of three (33.6%) E-1 through E-5s reported they were not on TLA compared to an average of 8.7% in all other paygrade groups. Figures 84 and 85 illustrate satisfaction with various aspects of the TLA program. Most respondents (69.0%) indicated overall satisfaction with the program.

For those who tried to buy a civilian residence in Hawaii, 62.3% reported they were unable to buy because of limits on VA/FHA loan amounts, 56.8% reported they were unable to qualify for any loan due to high property value, 43.8% were only able to qualify for VA/FHA loans, and 31% had difficulty qualifying because of low VA/FHA appraisals (Figure 86). Figure 87 shows that, of those who are not buying residences in Hawaii, 38.3% reported they could not afford to buy in Hawaii, 22.6% reported not planning to stay on or return to Hawaii, and 16% reported inflated prices as the reason for not buying. Across all paygrade groups, approximately one out of three respondents (E-1 through E-5 = 34.9%, E-6 through E-9 = 40.2%, W-1 through W-5 = 34.9%, O-1E through O-4 = 42.9%, O-5 through O-10 = 33.5%) stated that they could not afford to buy in Hawaii. In addition, one out of three E-1 through E-5s (34.9%) stated they do not plan to stay on or return to Hawaii, and approximately one out of four warrants (25.3%) and officers (O-1E through O-4 = 23.2%, O-5 through O-10 = 25.9%) cited inflated prices as a reason for not buying.

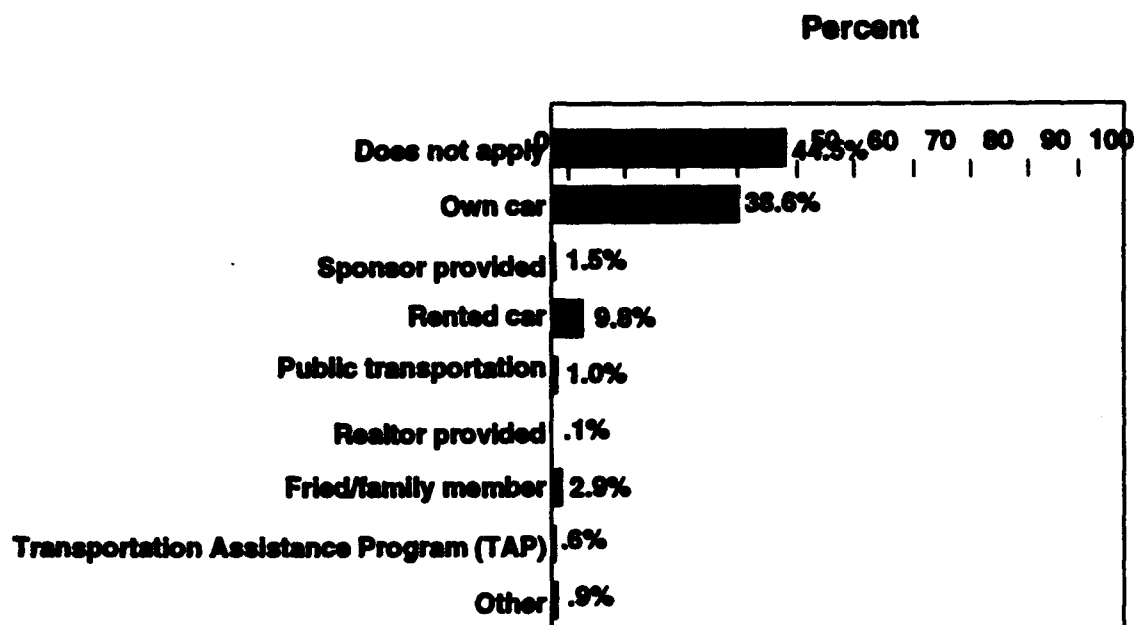


Figure 81. When looking for civilian housing which form of transportation did you use? (Q45) (6,410 valid cases).

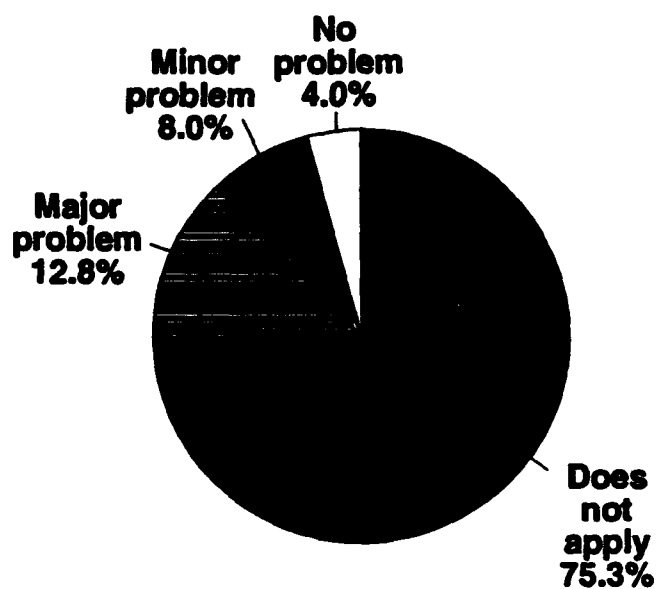
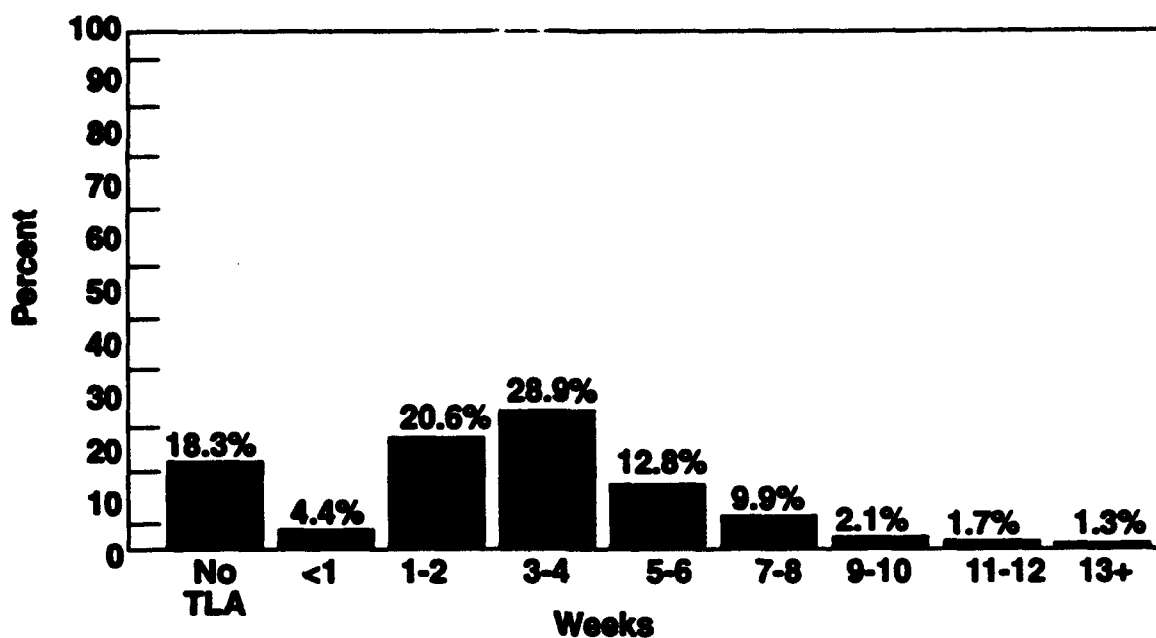
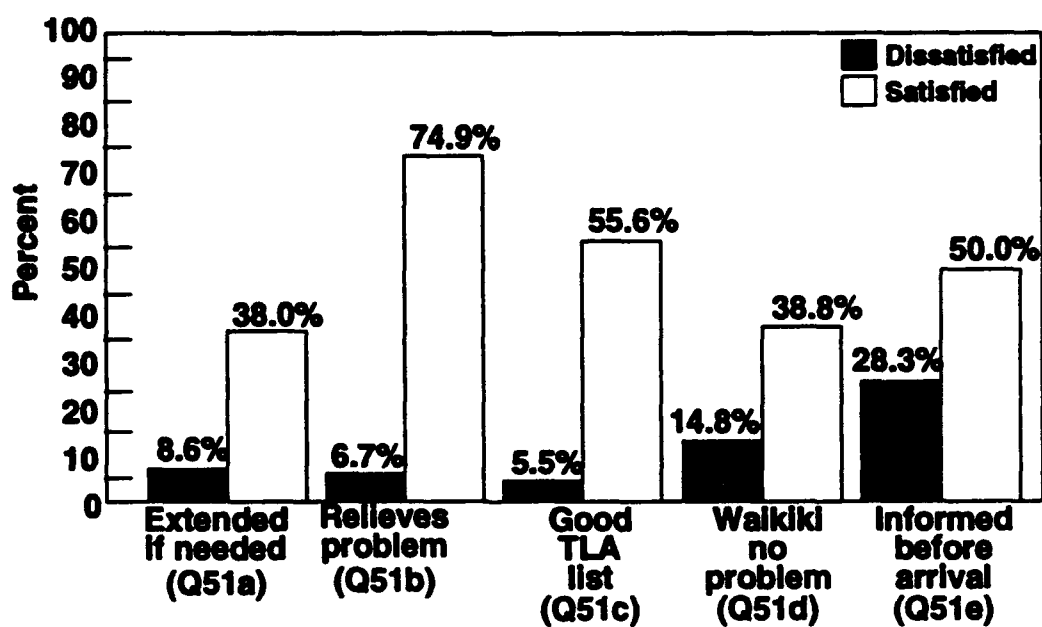


Figure 82. How much of a problem was it to look at housing without a car? (Q46) (6,465 valid cases).



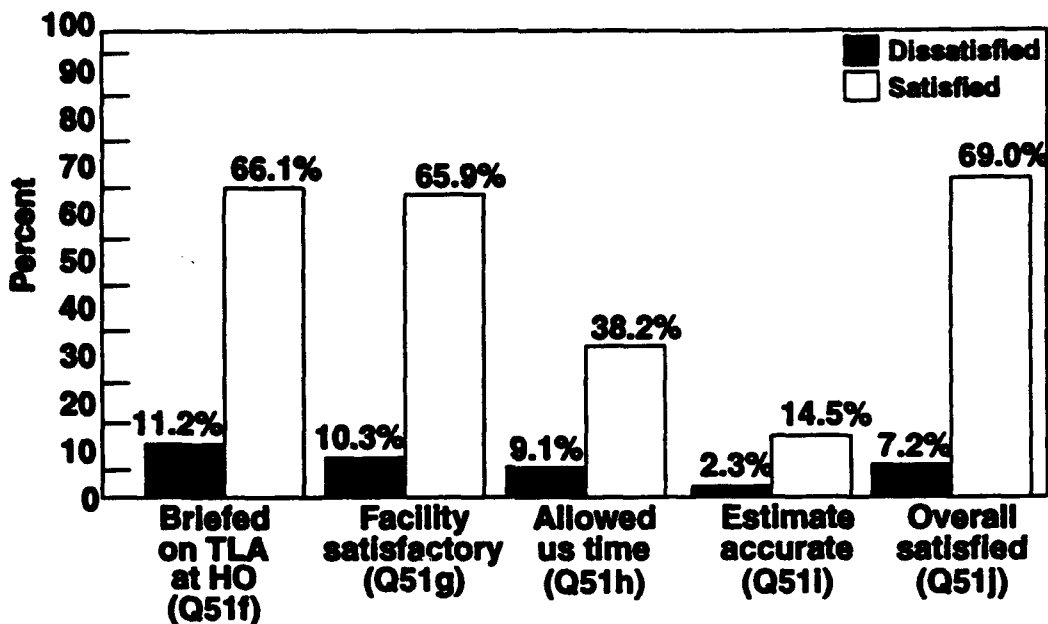
Note. TLA = temporary lodging allowance.

Figure 83. How long did you receive TLA when you arrived in Hawaii? (Q47) (6,515 valid cases).



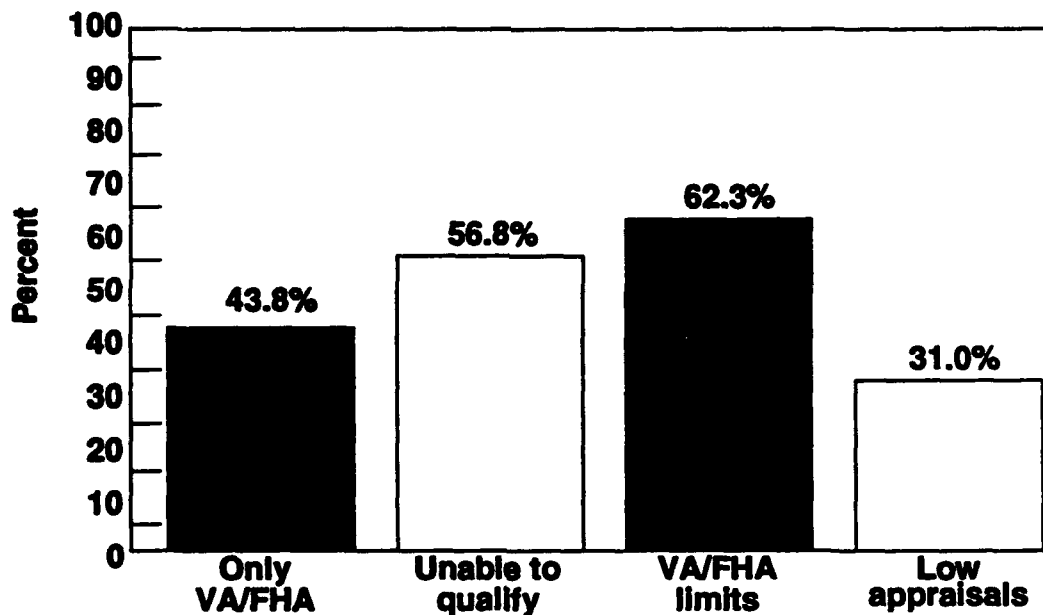
Note. TLA = temporary lodging allowance.

Figure 84. Temporary lodging allowance (TLA) (Q51a—6,436, Q51b—6,425, Q51c—6,427, Q51d—6,418, Q51e—6,419 valid cases).



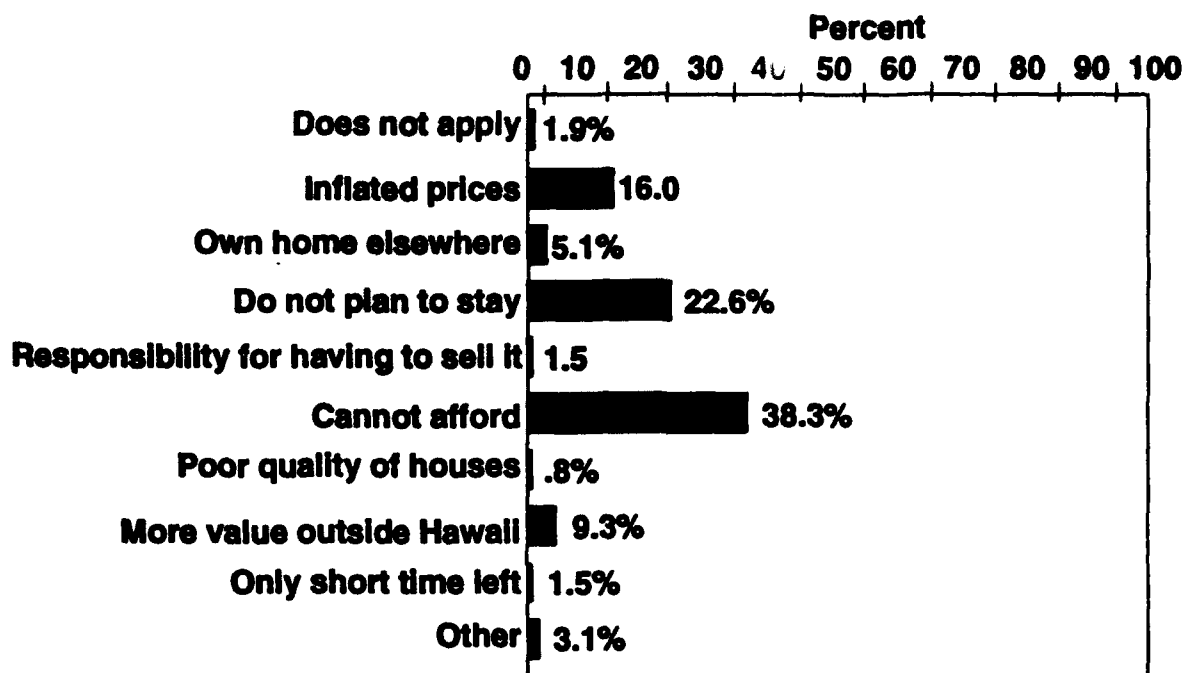
Note. TLA = temporary lodging allowance, HO = housing office.

Figure 85. Temporary lodging allowance (TLA) (Q51f—6,411, Q521g—6,416, Q51h—6,393, Q51i—6,385, Q5j—6,406 valid cases).



Note. 94.5% Did not try to buy.

Figure 86. Did you have problems when you were trying to buy a civilian residence? (Q48) (Q48a—208, Q48b—241, Q48c—220, Q48d—197 valid cases).



**Figure 87. Why are you not buying a residence in Hawaii?
(Q49) (6,324 valid cases).**

Questions 50a through 50l asked about various services offered by the Self-Help program. Respondents (79.8%) expressed overall satisfaction with the Self-Help program. The one area in which respondents indicated dissatisfaction dealt with the waiting time for approval/delivery of fencing materials (Figures 88 and 89).

Only 8.4% indicated that a family member stationed with them qualified as an Exceptional Family Member (EFM) (Figure 90). Figure 91 shows that 60% of those had taken action to have their EFM status recognized, 13.8% required special modification to their current family quarters to accommodate the condition which qualified them as EFM, and 26.8% required special housing consideration that did not require modification of quarters. Respondents (40.3%) with EFM indicated satisfaction with government's responses to the needs for modification, and approximately one-half (50.5%) expressed satisfaction with the actions taken by the government to meet their special needs.

Questions 54a through 54h addressed general satisfaction with housing. Figure 92 shows that 49.5% indicated they would prefer civilian over military housing even if costs were not a factor, and 55.4% indicated they would prefer their current housing area over any other government housing area in Hawaii. Figure 93 illustrates overall general satisfaction with most aspects of housing, and 67.6% indicated overall satisfaction with most services provided for their housing needs. Differences found by groups for some of these items are:

Q54A: We would prefer military over civilian housing even if the costs were not a factor.

Differences were found by paygrade groups. In general, respondents tend to indicate preference for civilian housing over military housing even if costs were not a factor. Warrant (29.0%) personnel least preferred military housing, whereas O-5 through O-10 (44.4%) most preferred it.

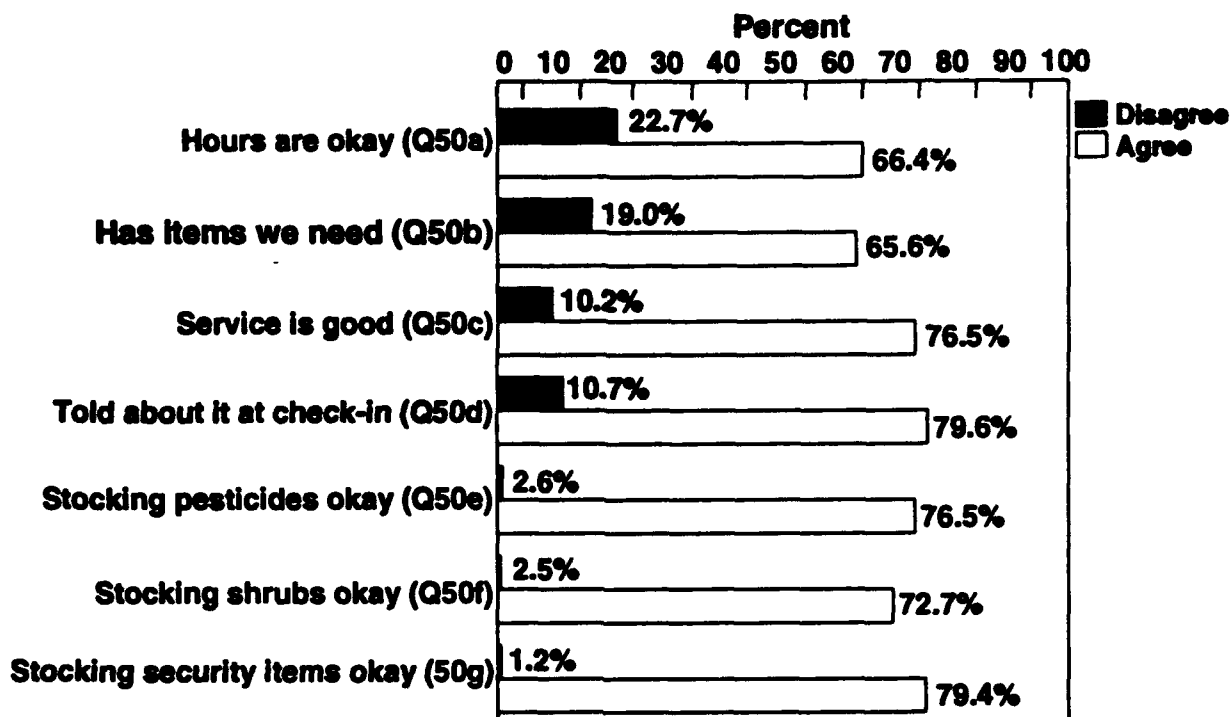


Figure 88. Self-Help program (Q50a—6,494, Q50b—6,476, Q50c—6,460, Q50d—6,452, Q50e—6,456, Q50f—6,451, Q50g—6,448 valid cases).

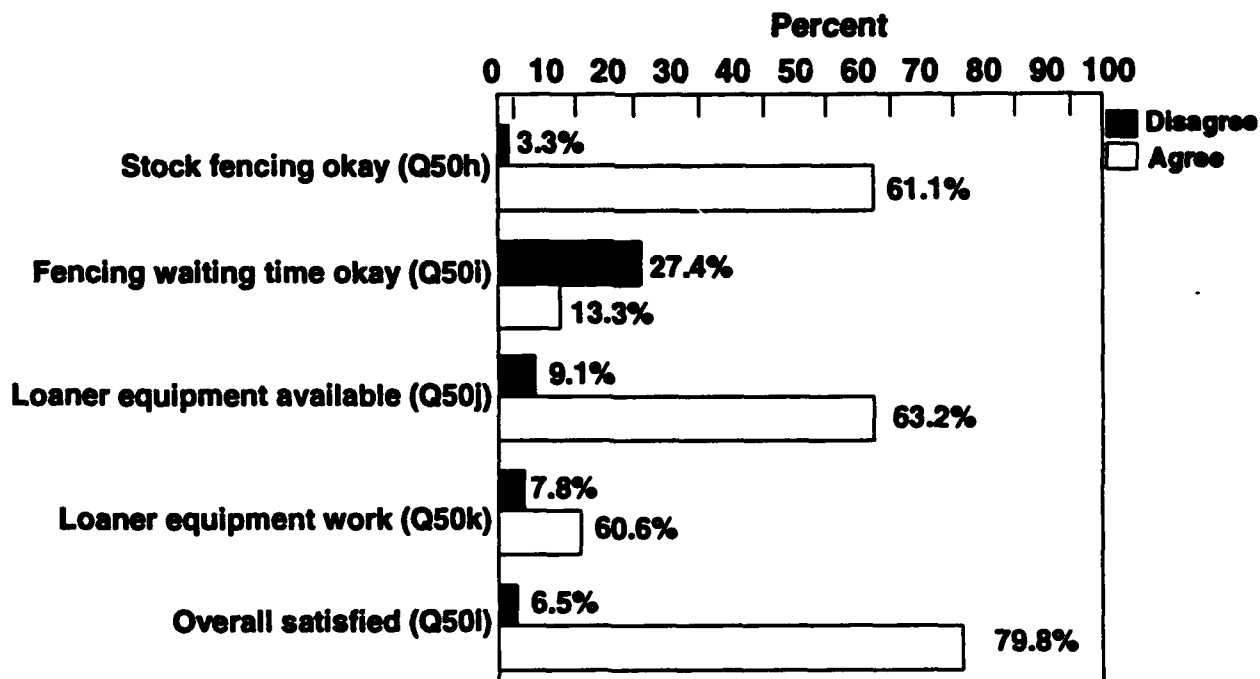


Figure 89. Self-Help program (Q50h—6,443, Q50i—6,438, Q50j—6,460, Q50k—6,440, Q50l—6,461 valid cases).

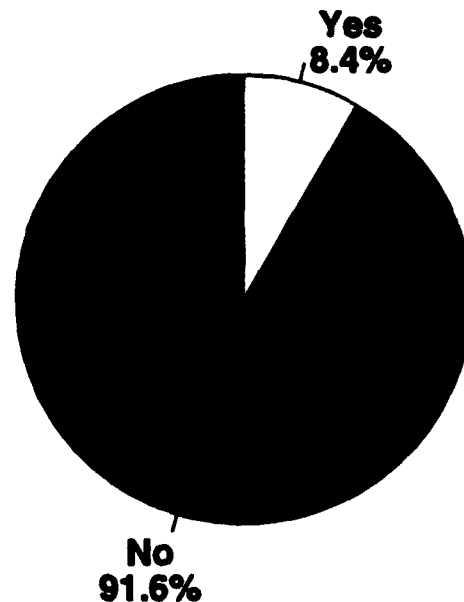
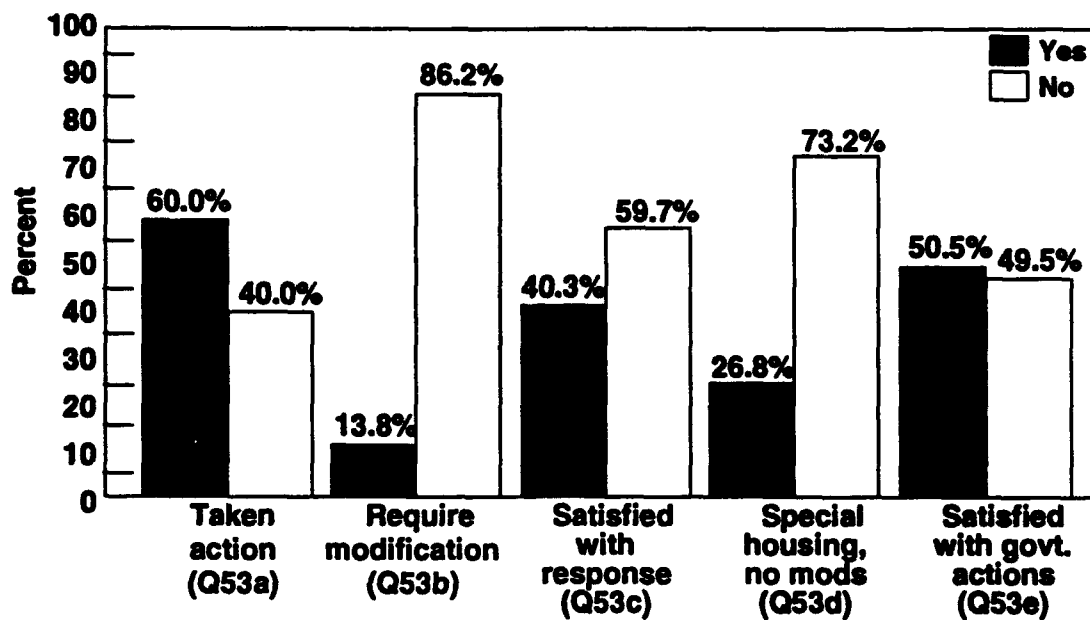


Figure 90. Does any family member qualify as an exceptional family member (EFM)? (Q52) (6,409 valid cases).



Note. 91.6% of sample had no EFM.

Figure 91. Exceptional family member (EFM) (Q53a—710, Q53b—705, Q53c—506, Q53d—672, Q53e—564 valid cases).

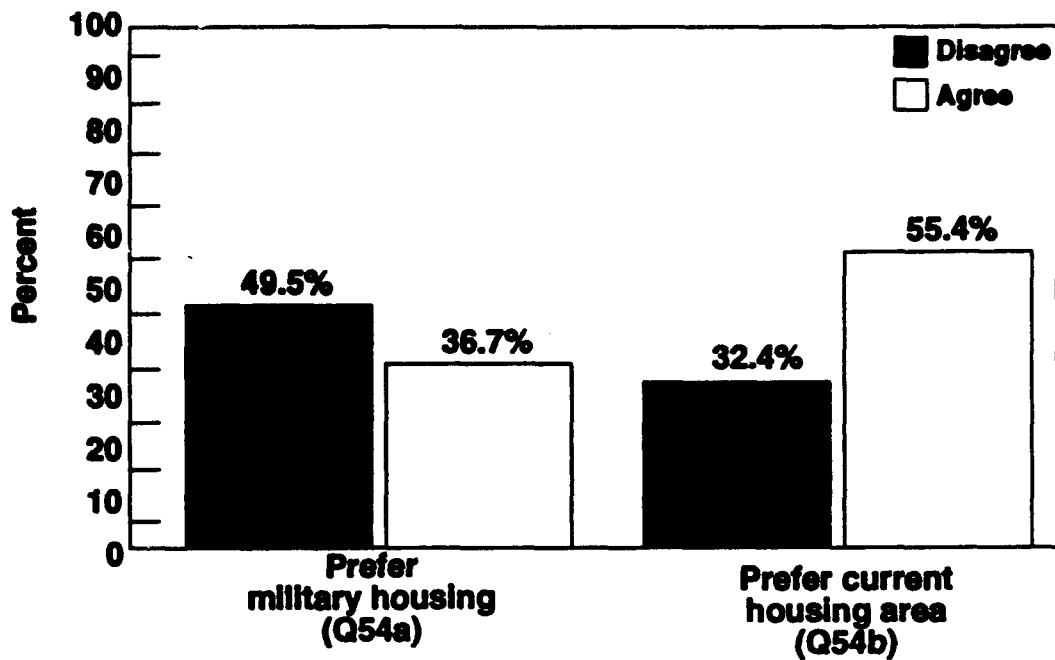


Figure 92. General satisfaction (Q54a—6,524, Q54b—6,527 valid cases).

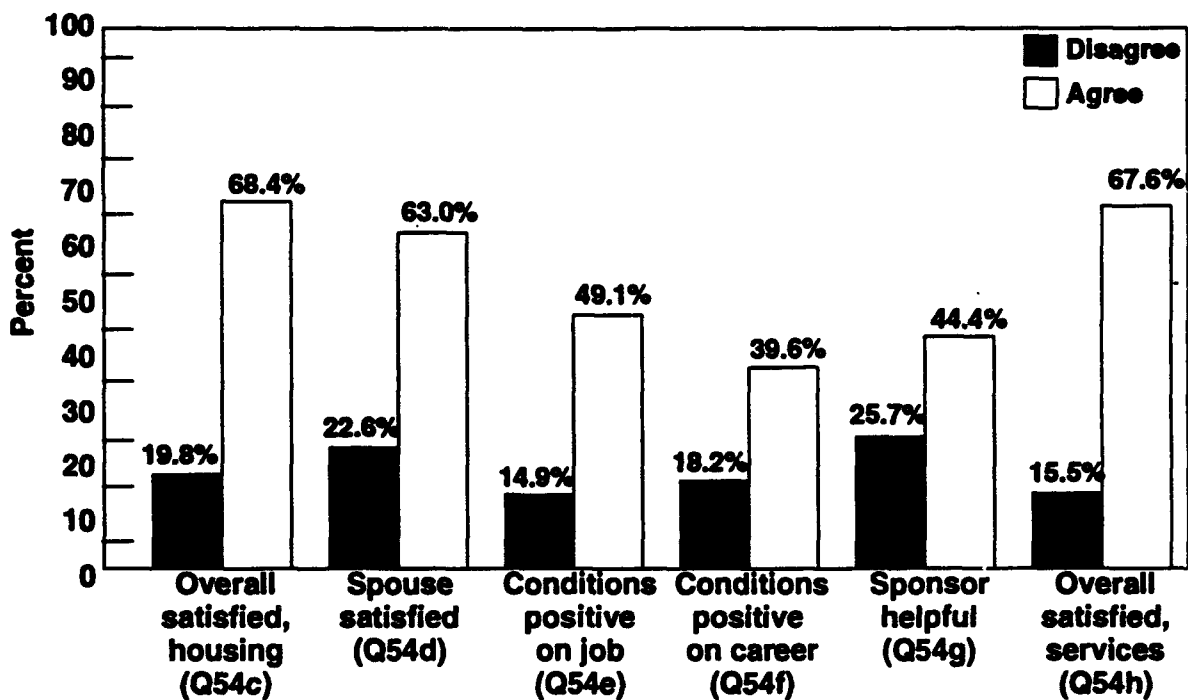


Figure 93. General satisfaction (Q54c—6,532, Q54d—6,524, Q54e—6,519, Q54f—6,519, Q54g—6,510, Q54h—6,519 valid cases).

Differences were also found by branch of service. More than half of the respondents from the Navy (53.1%) and the Air Force (51.0%) indicated preference for civilian over military housing.

Q54B: We prefer our current housing area over any other government housing area in Hawaii.

As paygrade level increases, preference for one's current housing area over any other government housing areas tends to increase.

With respect to differences by housing areas, the following had higher percentages of respondents indicating preference for other government housing areas over their current housing areas: Moanalua Terrace (73.6% prefer other government housing areas to 14.0% preferring current housing areas), Barbers Point (53.6% to 37.6%), Pearl City Peninsula (49.1% to 38.3%), Hale Moku (49.0% to 41.6%), and Schofield Barracks (46.0% to 39.2%).

Q54D: Overall, my spouse is satisfied with our housing unit.

Half of the respondents (50.3%) from Moanalua Terrace indicated that their spouses were not satisfied with their housing unit.

Q54E: Our living conditions are having a positive effect on my job performance.

Q54F: Our living conditions are having a positive effect on my military career intentions.

Approximately one out of three respondents from Moanalua Terrace indicated that their living conditions were not having positive effects on their job performance (33.7%) and military career intentions (38.6%).

General Problems

Question 55 asked respondents to indicate the three most serious problems they or their family members have faced since moving to Hawaii (Figure 94 through 99).

For the most serious general problem:

- 12.8% indicated problems with vehicles,
- 10.5% indicated problems with childcare, and
- 7.8% indicated problems due to separation from mainland.

The second most serious general problem:

- 16.9% indicated problems with vehicles,
- 8.8% indicated problems due to separation from mainland, and
- 7.7% indicated problems with childcare.

The third most serious general problem:

- 12.3% indicated problems with vehicles,
- 12.3% indicated problems due to separation from mainland, and
- 6.3% indicated problems with pet ownership.

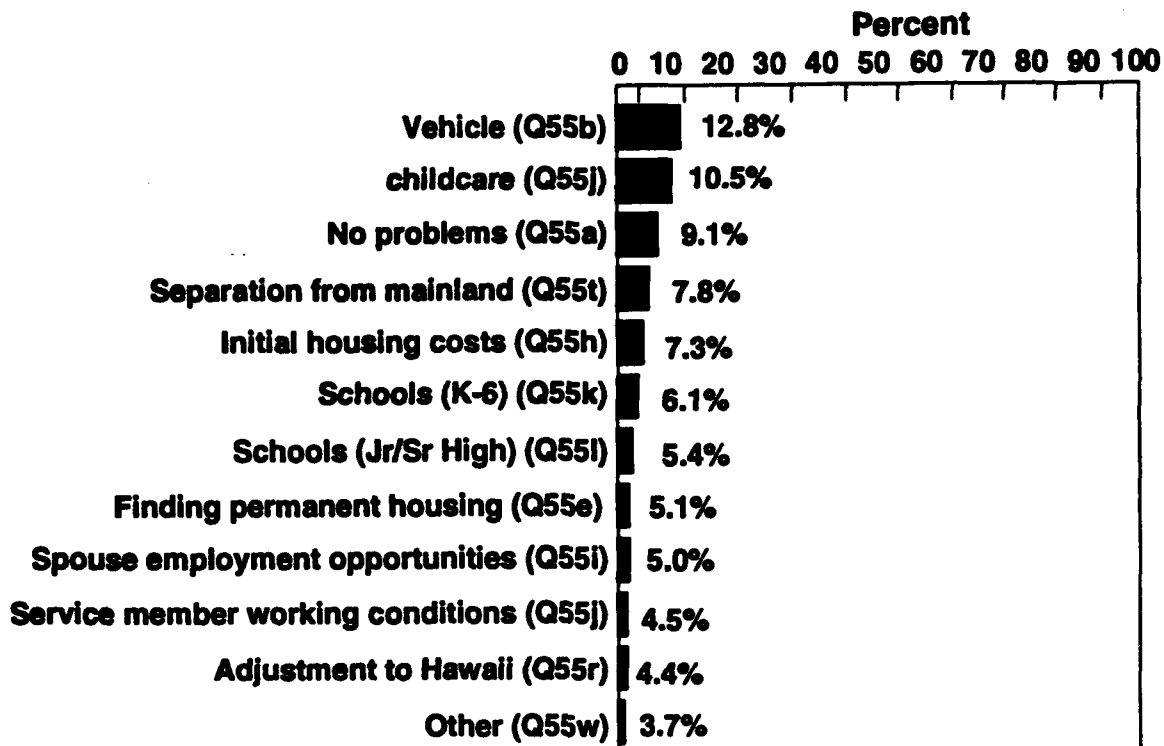


Figure 94. General problems, most important (6,100 valid cases).

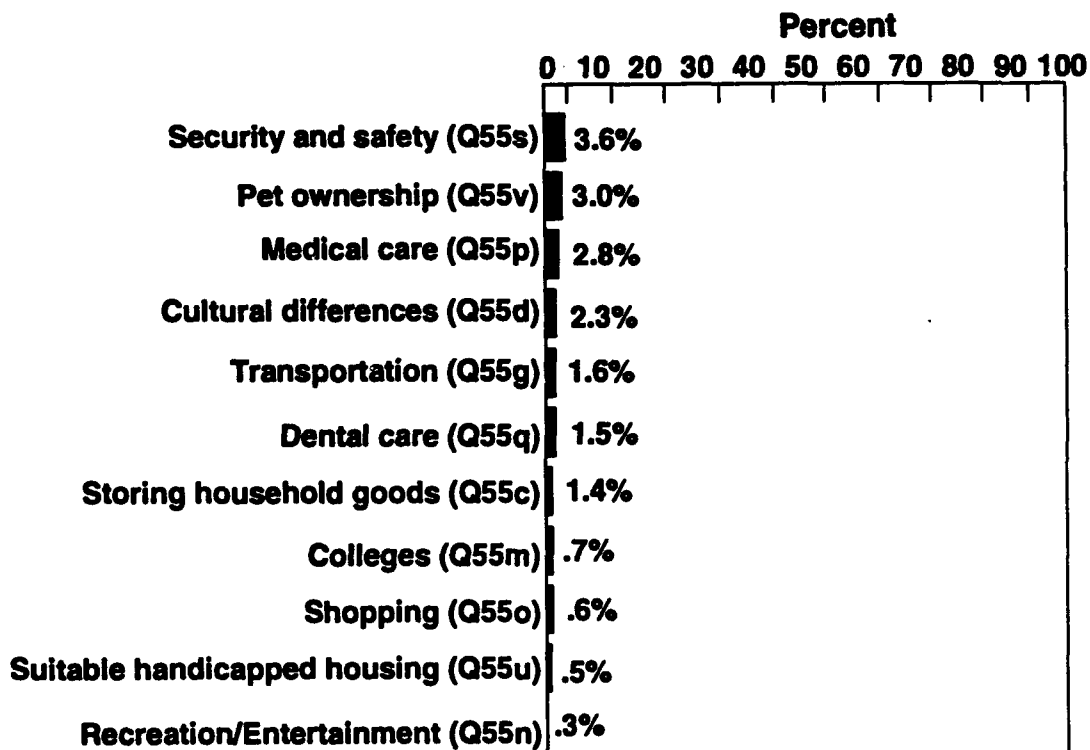


Figure 95. General problems, most important (6,100 valid cases).

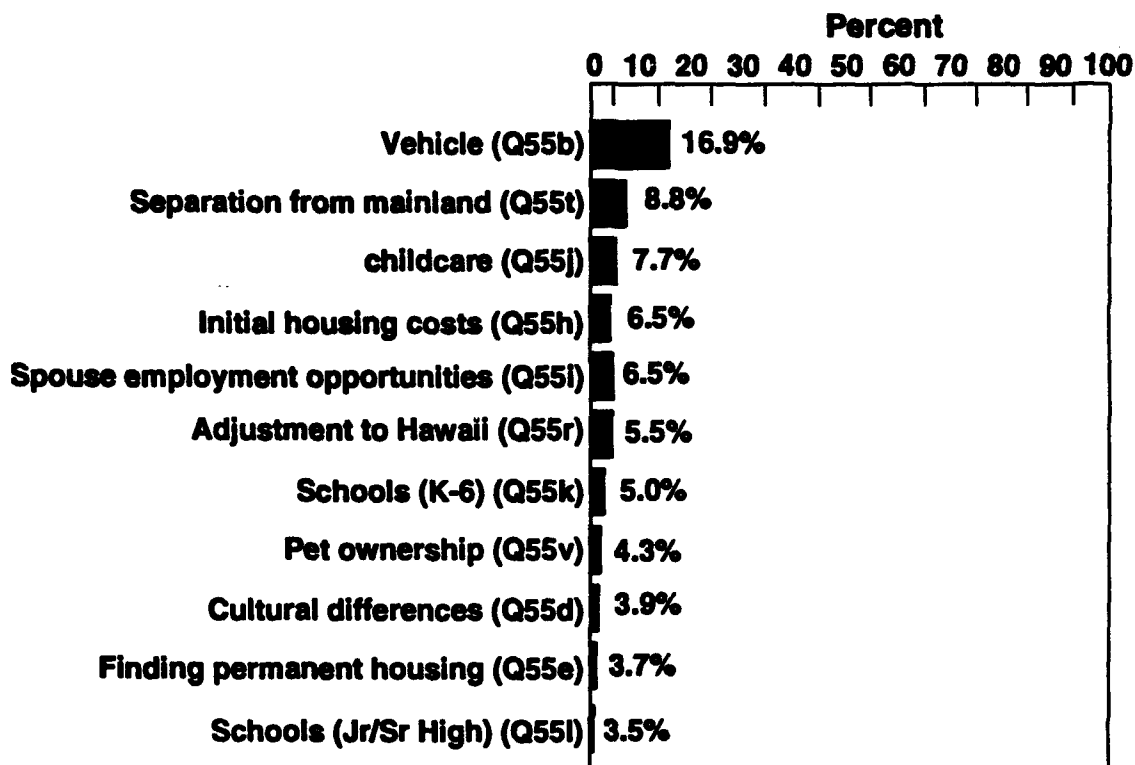


Figure 96. General problems, second most important (5,506 valid cases).

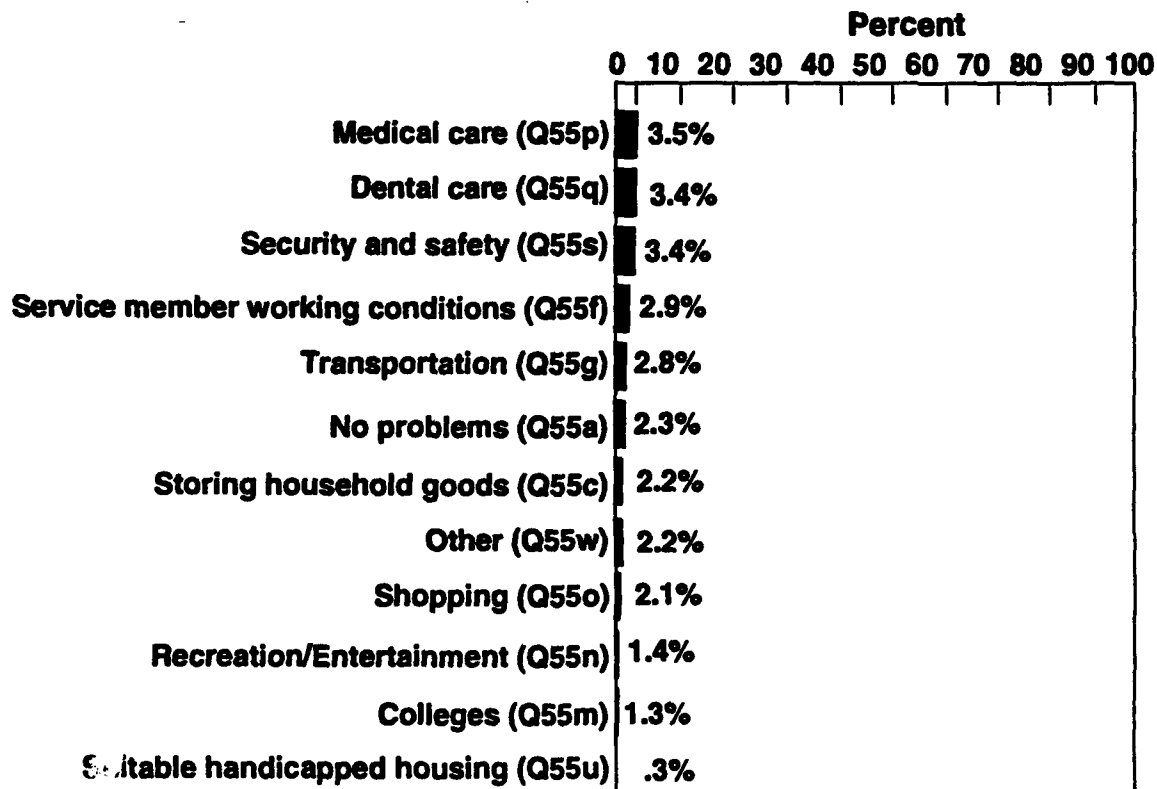


Figure 97. General problems, second most important (506 valid cases).

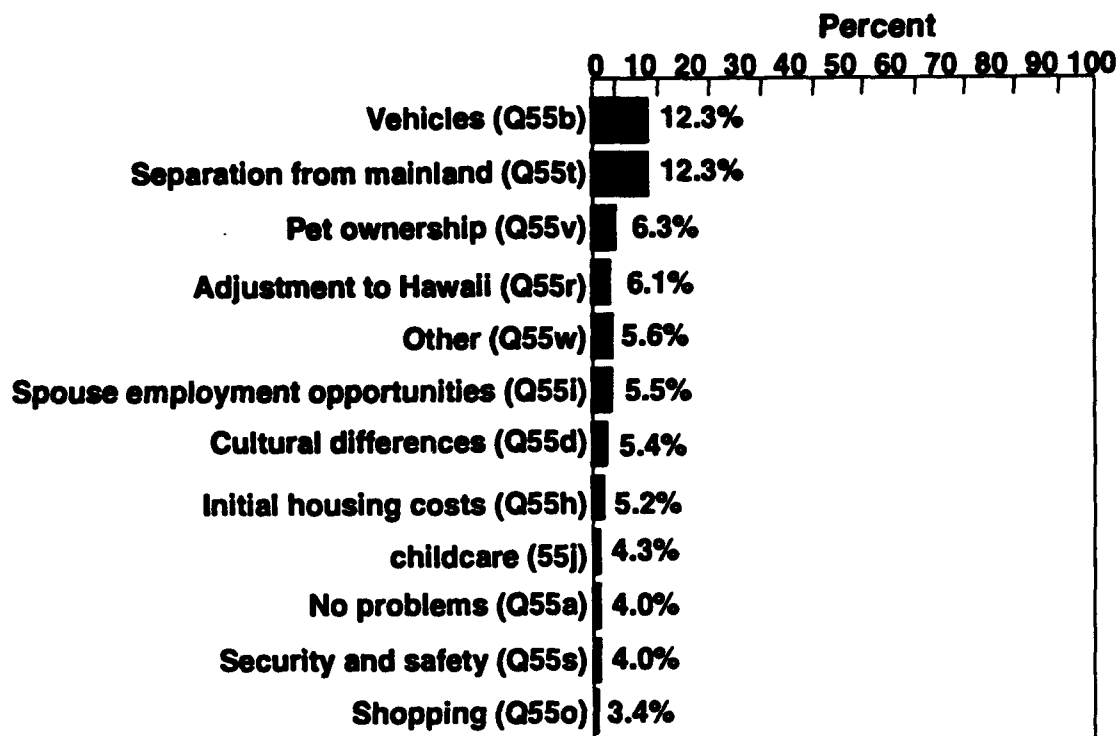


Figure 98. General problems, third most important (5,224 valid cases).

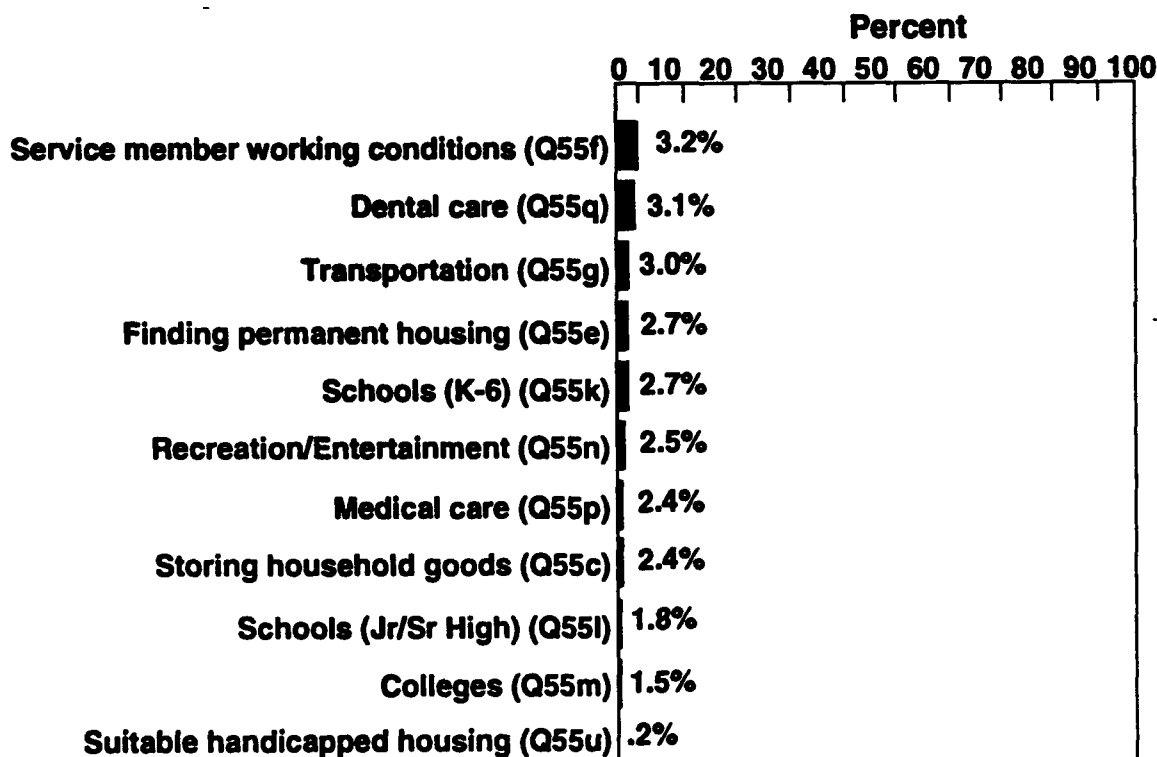


Figure 99. General problems, third most important (5,524 valid cases).

Differences were found by gender. Female respondents (23.9%) indicated childcare as their most serious general problem compared to 8.7% of male respondents.

What Should be Done to Improve Family Housing

With respect to maintenance and repair of housing units, approximately half of the respondents agreed that better quality control of contractor work and in-house maintenance personnel is needed, and that street signs and quarters numbers should be easier to read. Three-fourths (76.9%) agreed that there should be periodic follow-up maintenance inspections of quarters and 90.4% agreed that all units in buildings should be treated for pest problems at the same time (Figure 100).

Figures 101 and 102 show agreement to possible improvements of various policies and procedures. As illustrated, respondents were in agreement with six out of the eight items listed. Areas in which more respondents disagreed were having a single island-wide waiting list and assignment to first available quarters regardless of driving distance, and with the idea that individual quarters be metered and occupants charged for utilities consumption. In addition, more enlisted personnel (E-1 through E-5 = 49.2%, E-6 through E-9 = 50.9%) felt that both service members and spouses should be required to attend briefing about family housing, whereas more officers (48.0%) felt attendance should not be required.

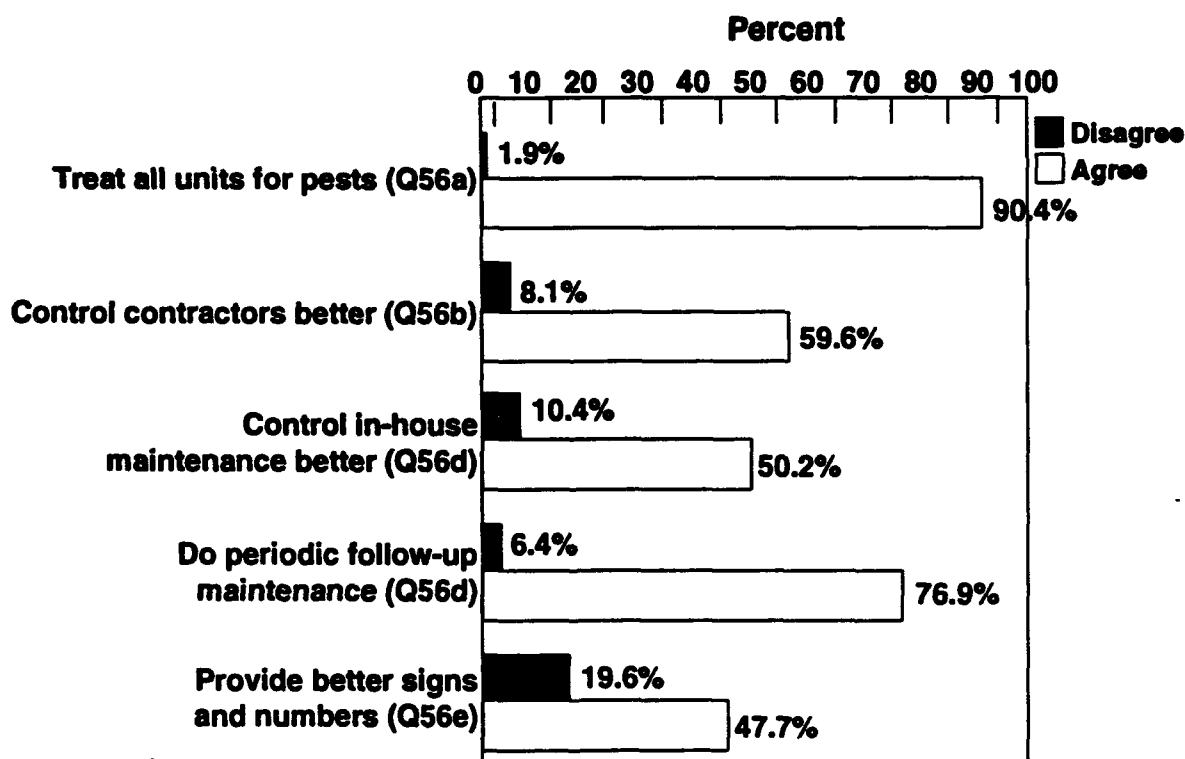


Figure 100. Maintenance and repair should: (Q56a—6,498, Q56b—6,472, Q56c—6,469, Q56d—6,470, Q56e—6,474 valid cases).

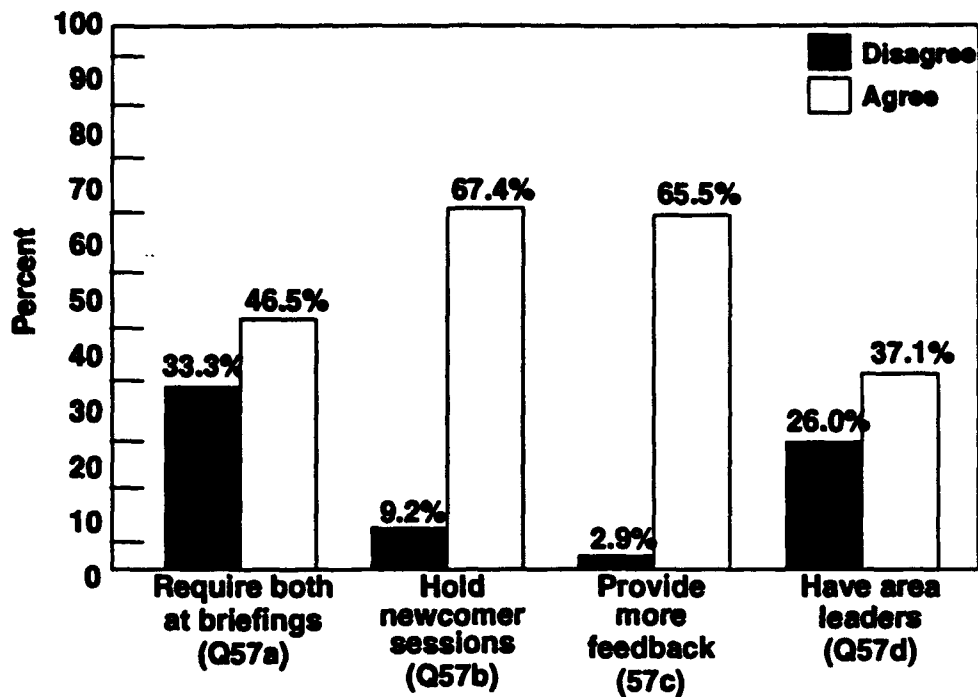


Figure 101. Maintenance and repair should: (Q57a—6,514, Q57b—6,498, Q56c—6,480, Q56d—6,482 valid cases).

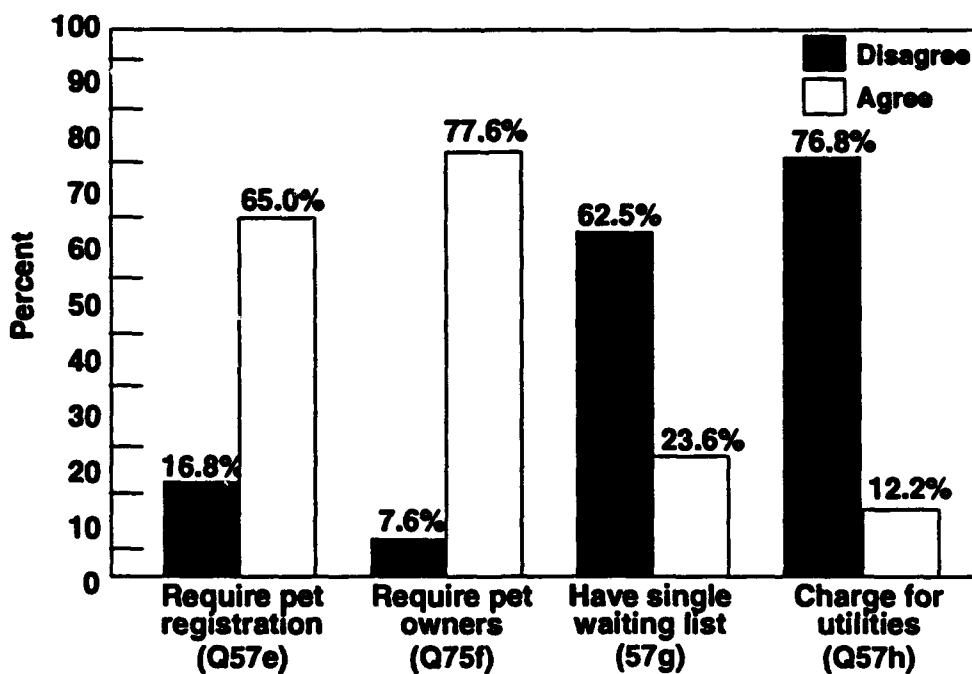


Figure 102. Maintenance and repair should: (Q57e—6,459, Q57f—6,490, Q56g—6,482, Q56h—6,470 valid cases).

Questions 58a through 58g addressed improvements to safety and security features of the housing units and areas. Respondents (45.6%) indicated they did not need rumble strips in their housing area, and 35.0% indicated they did not need protective fencing around their housing areas (Figures 103 and 104). By paygrade groups, overall, a higher percentage of respondents (averaged 49.5%) from all paygrades indicated the need for a neighborhood watch in their housing area except for the O-5 through O-10 group which had 42.5% indicating they did not need a neighborhood watch in their area.

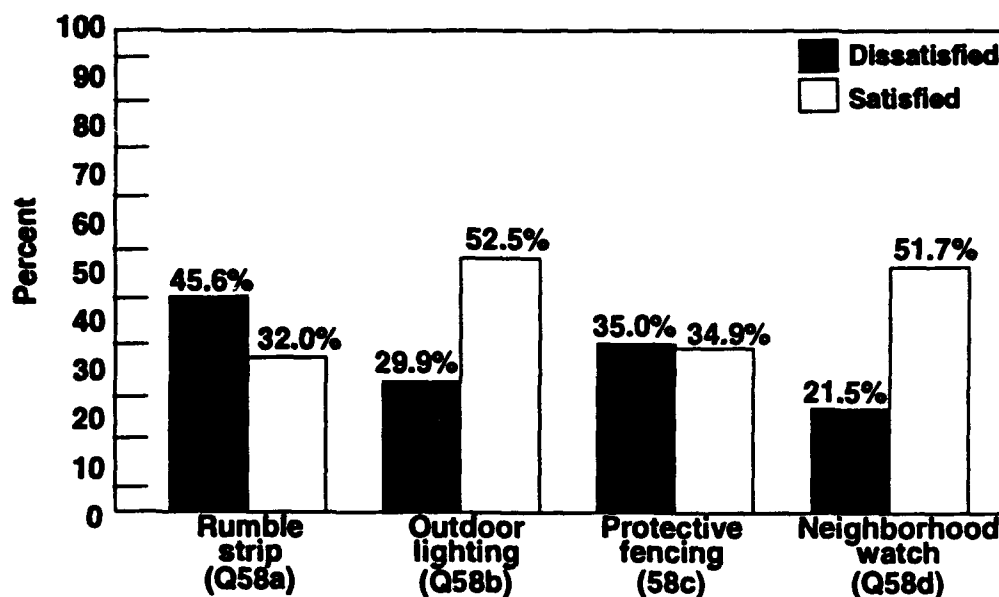


Figure 103. Safety and security need: (Q58a—6,464, Q58b—6,494, Q58c—6,468, Q58d—6,488 valid cases).

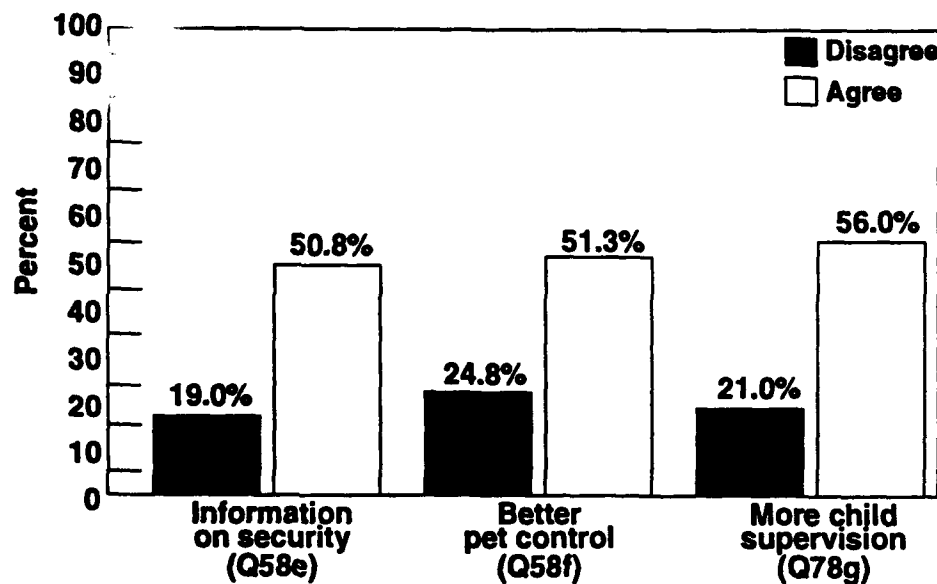


Figure 104. Safety and security need: (Q58e—6,482, Q58f—6,481, Q58g—6,478 valid cases).

With respect to improvement of the Self-Help program, Figures 105 and 106 indicate that more respondents tend to agree with all but one of the improvements listed. A majority (64.6%) disagree that attendance at Self-Help classes should be mandatory. Thirty-one percent (31.2%) of the respondents from the Army felt that attendance at Self-Help classes should be mandatory compared to an average of 9.8% from other branches of the service.

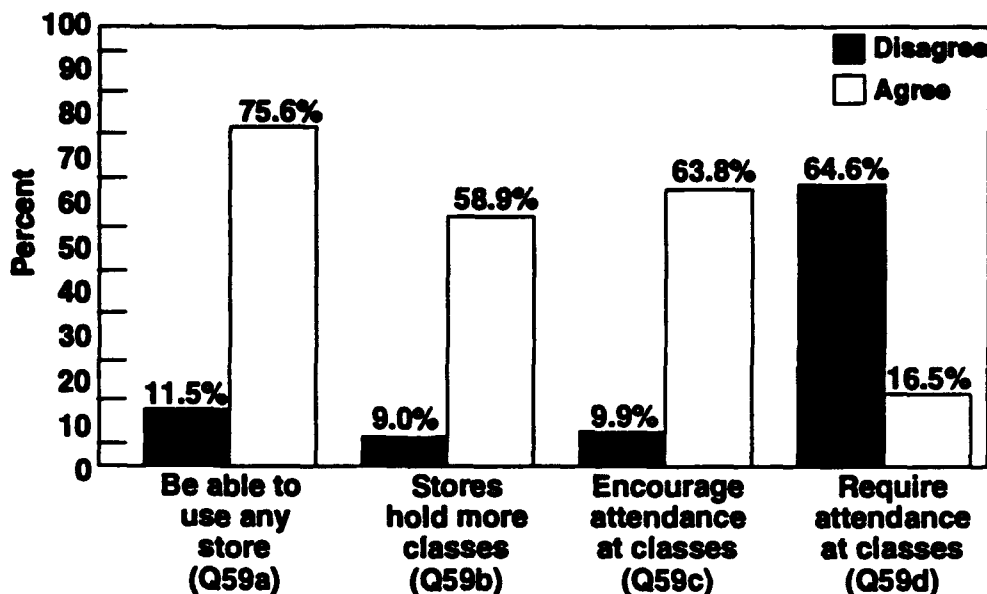


Figure 105. Self-Help program should: (Q59a—6,489, Q59b—6,491, Q59c—6,478, Q59d—6,448 valid cases).

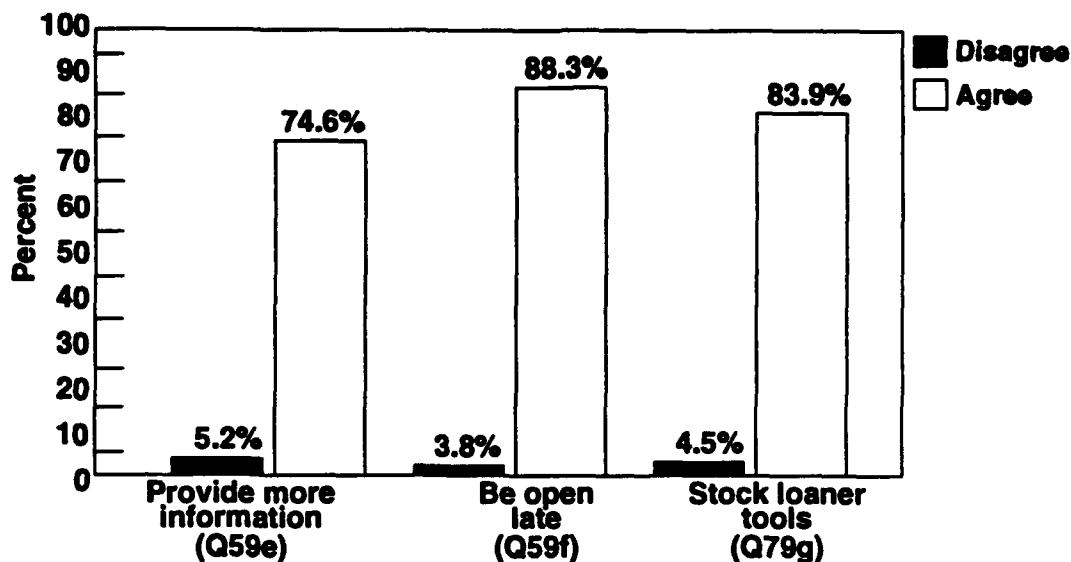


Figure 106. Self-Help program should: (Q59e—6,450, Q59f—6,486, Q59g—6,487 valid cases).

Comparing the 1987 and 1993 On-Base Housing Surveys²

1. Who is answering this Questionnaire?

1987 - Q1	1993
36% Service Member	50% Service Member
34% Spouse	15% Spouse
30% Both	35% Both

2. Are you living in government quarters because of high cost of civilian housing?

1987 - Q15	1993 - Q21
79% Yes	89% Yes
21% No	11% No

3. Family housing is assigned in a uniform manner.

1987 - Q21	1993 - Q23N
44% Agree	34% Agree
33% Disagree	28% Disagree

4. The housing office explained housing rules to us.

1987 - Q22	1993 - Q23J
52% Agree	73% Agree
21% Disagree	16% Disagree

5. Housing office staff works with family members when the service member is away.

1987 - Q23	1993 - Q23G
28% Agree	20% Agree
33% Disagree	10% Disagree

6. The time it took to process through the housing office was not a problem.

1987 - Q26	1993 - Q23F
68% Agree	57% Agree
18% Disagree	27% Disagree

7. Rules for housing occupants are enforced the same in all housing areas and armed forces.

1987 - Q28	1993 - Q23M
21% Agree	14% Agree
51% Disagree	36% Disagree

²Neutral percentages not shown.

8. Copies of housing rules are available at area housing offices.

1987 - Q29	1993 - Q23K
82% Agree	66% Agree
3% Disagree	4% Disagree

9. We were given up-to-date, accurate lists of civilian housing when we arrived.

1987 - Q64	1993 - Q24A
53% Agree	43% Agree
37% Disagree	22% Disagree

10. The housing office offered us information about buying, leasing and contracting for civilian housing.

1987 - Q66	1993 - Q24C
35% Agree	28% Agree
52% Disagree	33% Disagree

11. Overall, the CHRRS program seems to work well.

1987 - Q67	1993 - Q24H
45% Agree	11% Agree
28% Disagree	9% Disagree

12. Government cleaning of quarters makes our move-out easier.

1987 - Q56	1993 - Q26C
95% Agree	75% Agree
2% Disagree	4% Disagree

13. Poor work by contractors is usually fixed quickly.

1987 - Q57	1993 - Q26D
37% Agree	34% Agree
47% Disagree	34% Disagree

14. Housing inspectors use the same standards for everyone.

1987 - Q58	1993 - Q26E
40% Agree	28% Agree
29% Disagree	18% Disagree

15. Housing inspection rules are the same for all.

1987 - Q59	1993 - Q26F
47% Agree	32% Agree
25% Disagree	15% Disagree

16. Housing inspectors follow up on commitments for quarters repairs.

1987 - Q60	1993 - Q26G
38% Agree	35% Agree
46% Disagree	32% Disagree

17. The processing time it took us to get loaner furniture was not a problem.

1987 - Q41	1993 - Q27A
88% Agree	46% Agree
4% Disagree	4% Disagree

18. The processing time it took us to get loaner appliances was not a problem.

1987 - Q42	1993 - Q27B
81% Agree	38% Agree
9% Disagree	2% Disagree

19. The loaner furniture we used was in good shape.

1987 - Q43	1993 - Q27C
58% Agree	38% Agree
25% Disagree	7% Disagree

20. The appliances we used were in good shape.

1987 - Q44	1993 - Q27D
77% Agree	35% Agree
12% Disagree	5% Disagree

21. We had enough loaner furniture for our needs.

1987 - Q45	1993 - Q27E
78% Agree	47% Agree
12% Disagree	2% Disagree

22. We had loaner furniture long enough to meet our needs.

1987 - Q46	1993 - Q27F
83% Agree	48% Agree
8% Disagree	2% Disagree

23. The loaner furniture program was fully explained to us.

1987 - Q59	1993 - Q27G
71% Agree	49% Agree
18% Disagree	7% Disagree

24. We were told at the housing office that washers and dryers are available for residents for both government and civilian housing.

1987 - Q49	1993 - Q27K
53% Agree	46% Agree
38% Disagree	18% Disagree

25. Overall, we feel that the loaner furniture and appliance program is good.

1987 - Q53	1993 - Q27L
83% Agree	60% Agree
3% Disagree	3% Disagree

26. We have enough "tot lots" and playgrounds in our area.

1987 - Q84	1993 - Q29A
48% Agree	54% Agree
41% Disagree	28% Disagree

27. Our playgrounds are well maintained.

1987 - Q85	1993 - Q29B
25% Agree	29% Agree
57% Disagree	45% Disagree

28. Our playgrounds are inspected often enough.

1987 - Q88	1993 - Q29C
12% Agree	9% Agree
61% Disagree	34% Disagree

29. We have enough childcare and family service facilities in this area.

1987 - Q88	1993 - Q29E
51% Agree	24% Agree
31% Disagree	36% Disagree

30. We have enough all-ages recreational facilities available to us.

1987 - Q89	1993 - Q29F
53% Agree	41% Agree
32% Disagree	35% Disagree

31. We have enough recreational facilities available for teenagers.

1987 - Q90	1993 - Q29G
32% Agree	20% Agree
49% Disagree	34% Disagree

32. Housing units get regular preventive maintenance.

1987 - Q95	1993 - Q39C
42% Agree	26% Agree
55% Disagree	51% Disagree

33. We are told in advance of contractor work in our area.

1987 - Q97	1993 - Q39H
65% Agree	44% Agree
23% Disagree	34% Disagree

34. We have regular fire inspections in our housing area.

1987 - Q107	1993 - Q40B
38% Agree	17% Agree
47% Disagree	48% Disagree

35. We feel safer with the self-help security devices that we have installed.

1987 - Q110	1993 - Q40F
50% Agree	29% Agree
27% Disagree	8% Disagree

36. The housing office told us about government-funded storage of excess personal furniture.

1987 - Q112	1993 - Q41A
12% Agree	20% Agree
82% Disagree	57% Disagree

37. We have used the housing hotline.

1987 - Q114	1993 - Q41C
16% Agree	9% Agree
67% Disagree	29% Disagree

38. The housing hotline service was helpful when we had a problem.

1987 - Q115	1993 - Q41D
5% Agree	8% Agree
28% Disagree	7% Disagree

39. We got a copy of "The Military Family Preview" through our sponsor.

1987 - Q117	1993 - Q41H
21% Agree	15% Agree
71% Disagree	43% Disagree

40. Our Self-Help Store has the items we need.

1987 - Q120	1993 - Q50B
78% Agree	66% Agree
10% Disagree	19% Disagree

41. We like having pesticides stocked at the Self-Help Store.

1987 - Q123	1993 - Q50E
91% Agree	77% Agree
1% Disagree	3% Disagree

42. We like having shrubs stocked at the Self-Help Store.

1987 - Q124	1993 - Q50F
90% Agree	73% Agree
2% Disagree	3% Disagree

43. The housing office maintains a good list of hotels in Hawaii.

1987 - Q128	1993 - Q51C
63% Agree	56% Agree
20% Disagree	6% Disagree

44. The TLA facility we stayed in was satisfactory.

1987 - Q129	1993 - Q51G
78% Agree	66% Agree
12% Disagree	10% Disagree

45. Estimates of length of TLA stays during recent major repairs on our military housing have been accurate.

1987 - Q130	1993 - Q51I
62% Agree	15% Agree
12% Disagree	2% Disagree

46. Street signs and quarters numbers should be easier to read.

1987 - Q158	1993 - Q56E
66% Agree	48% Agree
11% Disagree	20% Disagree

47. Pet owners should be required to register their pet(s) with base security.

1987 - Q147	1993 - Q57E
79% Agree	65% Agree
8% Disagree	17% Disagree

Conclusions

1. Participants in the loaner furniture and appliance program are generally satisfied.
2. Quality and size of family housing are dissatisfying to many families.
3. Sixty-five percent commute less than five miles to work; 63% of working spouses commute less than 10 miles to work.
4. The Self-Help Program is very popular.
5. Vehicles, childcare, and separation from the mainland are the top three problems of on-base residents.
6. Government housing is accepted by 9 out of 10 families because of high cost of civilian housing.
7. Dissatisfaction with the interpersonal aspects of the housing office continues to be a problem.
8. Many families do not know about housing office services.
9. Many perceive differential enforcement of housing rules, and there is considerable dissatisfaction with assignment of housing.
10. Satisfaction with policies is generally high, but there is perception of non-uniform application of policies.
11. Quarters repairs and maintenance are source of dissatisfaction to many families.

Recommendations

1. Focus on enhancement of housing office services through:
 - a. Strong orientation toward customer service.
 - b. Training for front-line staff and supervisors in interpersonal skills, customer cultivation, and information provision.
 - c. More effective dissemination of information on the services that are available through the housing office.
 - d. Dissemination of information to counter the perceptions of differential enforcement of housing policies and unfairness or capriciousness in the assignment of housing.
2. Make survey information widely available to the managers and supervisors of OCFH (P).
3. Develop a more focused survey, targeted on those elements of the housing situation that fall within the purview of the Commander, OCFH (P), and conduct the surveys on a regular basis in order to permit trend analysis as well as more timely attention to problems highlighted by survey results.

Distribution List

Commander, Oahu Consolidated Family Housing (Provisional) (150)
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